Service Efforts & Accomplishments
Public Safety FY2001

February 2002

Suzanne Flynn
Multnomah County Auditor

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February 15, 2001

To: Diane Linn, Multnomah County Chair
Maria Rojo de Steffey, Commissioner, District 1
Serena Cruz, Commissioner, District 2
Lisa Naito, Commissioner, District 3
Lonnie Roberts, Commissioner, District 4

From: Suzanne Flynn, Multnomah County Auditor

Subject: Multnomah County Service Efforts and Accomplishments Report Public Safety FY2001

This is the second annual report issued by this office on the County's performance and the first report on public safety services. It represents a significant milestone in the development of government performance reporting for the County.

In this report we also include the first citizen satisfaction survey conducted by this office. The information that we received can add considerably to our understanding of what citizens think about County services and their community.

Our work could not have been completed without the considerable help and support of the various County departments and agencies. While we provided the vehicle and advice, it was their knowledge of the services and the County's goals that shaped the content.

It is my hope that this report adds to the dialogue with citizens, improves accountability, and promotes the effectiveness of County services.

Audit Staff:
Judith DeVilliers
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Public Safety System FY2001

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Introduction

| **Purpose** | This Service Efforts and Accomplishments (SEA) report presents the resources, workloads, and results of Multnomah County's public safety services. The Auditor's Office reports this information in order to: |

- Increase government accountability
- Provide information to citizens about their government

Implementation of SEA Reporting

In FY2000, the Auditor's Office studied the possibility of SEA reporting in Multnomah County and concluded that such reporting was feasible given the considerable progress the County had already made in performance measurement. The study identified gaps in the current performance measurement system that would be filled with SEA reporting, identified the role of the Auditor's Office, and recognized the need for citizen engagement in performance reporting. Beginning in FY2001, we began a schedule for SEA reporting that rotates between social and health services one year, and public safety the next.

Social and Health Services	**Public Safety Services**
• Department of Community and Family Services	• Department of Community Justice
• Health Department	• District Attorney's Office
• Library	• Sheriff's Office
• Department of Aging and Disability Services	

This year, the FY2001 report contains information on the public safety services provided by the Department of Community Justice, the District Attorney's Office, and the Sheriff's Office. Because this is the first year of reporting for the District Attorney and for Community Justice, these reports should be considered works in progress. There are a number of measures marked "under development" for which data are not available this year. Future reports should demonstrate progress in producing these data and measuring these outcomes. This is the second year of reporting for the Sheriff's Office.

Introduction

Methodology and Scope

Service Efforts and Accomplishments reporting is a concept developed by the Government Accounting Standards Board (GASB). It is intended to supplement financial reporting to give a full account of government performance. Current GASB standards do not require state and local governments to report on service efforts and accomplishments; however, GASB is considering the adoption of standards and has already established guidelines for SEA reporting. In producing this report, we followed GASB's guidelines as well as the General Standards section of *Government Auditing Standards*.

The Multnomah County Auditor's Office worked closely with staff and management in each department or agency to develop a framework for reporting, decide on measures, and gather data for the report. The reporting framework and performance measures reflect the mission, goals, and service priorities of each department.

To the extent possible, we tailored the report to reflect our learning on citizen interest. During our feasibility study, we conducted a number of focus groups to find out what citizens want to see in a performance report. The following elements were the most common:

- *Report from the public's point of view* Organize the information by function rather than department. Include services, regardless of size, which are of great interest to the public.
- *Describe goals and service populations*
- *Show revenues, expenditures, and the amount of services purchased* Include information on County spending priorities and the number of people served.
- *Include broad measures* Provide figures on County progress toward state and local benchmarks and cross-departmental measures.
- *Show efficiency measures* Include information at the County and department level on per capita costs of services.
- *Include trends and comparisons* Show how the County has done over time and compared to other jurisdictions.

Results are presented by department or agency. Within each, services are broken down by function or major service area. Four types of measures are provided:

1. *Spending and staffing measures* show how much each department spent, how many people it employed, and how much growth it experienced over the last five years.
2. *Workload measures* indicate how much of a service was produced or how many people were served.
3. *Outcome measures* demonstrate the intended results and effectiveness of a service or program.
4. *Efficiency and cost measures* show how much it costs to provide a service or how economically it is being provided over the course of time or compared to other jurisdictions.

Sheriff Comparability Measures.   We gathered data from four counties that we determined to be comparable to Multnomah County and the Sheriff's Office. These counties were chosen based upon similarity of population, density, land area, and cost of living. In addition to similar characteristics of the jurisdiction, the counties also had similarities in size and population of unincorporated land area and the Sheriff's Offices delivered both law enforcement and jail services. We contacted personnel in each county to determine the number of patrol officers and jail beds. The Multnomah County Sheriff's Office assisted us in designing the questions to ask.

Citizen Survey. In late spring 2001, the Auditor's Office conducted the first independent citizen survey to add citizen satisfaction information to the annual SEA report. The survey was designed to get information on citizen satisfaction with the quality of services and overall feelings about neighborhood livability.

Many of the services that the County provides are for specific populations and a citizen survey would not be the best method of measuring satisfaction. However, these services are also provided to help protect the general social, economic, and physical health of the larger community. Trending measures of the community's health provides some indication of how County government contributes to the feelings of regional and neighborhood livability.

The Multnomah County Auditor's Office contracted with the Portland State University Survey Research Laboratory to conduct a telephone survey of residents from randomly selected households in Multnomah County. Adults, age 18 or older, from the six service districts used by the Department of Community and Family Services were interviewed by telephone in the spring of 2001. Of the 4,663 households with whom contact was made, 1,526 completed the interview, and 3,137 refused to be interviewed. This yields a response rate of 33%. The results of this survey are reported in the Citizen Survey section of the report. The appendix contains the complete survey interview.

Data and Measure Limitations

Performance measures, such as those presented in this report, provide good indicators of accomplishments or changes in performance. They do not tell us why a program is succeeding or failing. We did not attempt to determine the causes behind specific performance trends; such a task would require extensive evaluation work that is beyond the scope of this report. We encourage readers to consider SEA information in this light. Program staff, County management, or elected officials may be contacted for more information about the results presented here.

Public Safety services are provided to help protect citizens by intervening when a crime has occurred and preventing new crime by changing behavior. Outcomes for these activities are difficult to measure: results can take years to emerge, causal factors are hard to isolate, privacy and cost issues curtail data collection efforts, and clients are very difficult to track over time. Given these limitations, we have provided measures that show performance in specific programs or among certain populations. We were able to show results on community-wide benchmarks, such as crime rate, but were not able to evaluate whether specific County programs impacted these results.

We found many existing measures in departments that provide a good start toward SEA reporting, but that need revision, recalculation, or better data sources. We made recommendations to each of the departments to address these issues prior to the next SEA reporting cycle.

Most of the data in the report were provided to the Auditor's Office by department staff and were collected internally, from contractors, or from another government such as the State of Oregon. Due to time and resource constraints, not all data could be verified for accuracy by the Auditor's Office.

Acknowledgements

Our goal is to make the SEA report as accessible and meaningful to the citizens of Multnomah County as possible while accurately reflecting the work of the County and meeting GASB's guidelines. We will continue to work with departments to develop, implement, and report on SEA, focusing next year on the County's social and health services.

Multnomah County has a strong performance measurement system in place that provides a wealth of information, much of it suitable for SEA reporting. We would like to acknowledge the years of work that went into creating this system and applaud County leadership, management, and line staff for creating a culture that values data for decision making, believes in evaluation and auditing, and has implemented performance measurement and budgeting down to the program level. Without the work already accomplished, developing SEA reports would not have been possible.

We are grateful to the staff in each department or agency who worked so hard to put this report together, and to department director Joanne Fuller of Community Justice, District Attorney Mike Schrunk, and Sheriff Dan Noelle, for championing the effort and giving staff the time to work on this project.

Community Justice: Scott Keir, Charlene Rhyne, and Kathy Treb

District Attorney: John Bradley, Helen O'Brien, Judy Phelan, Helen Smith and Jo'ey Stewart

Sheriff: Sharon Owen

Multnomah County GIS

Multnomah County

**Service Efforts and Accomplishments FY2001**

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Overview

People involved in the public safety system come in contact with public agencies from several different governmental entities. For example, city, county or state law enforcement officers arrest persons; counties provide pre-trial detention, prosecution, jail and supervision services for offenders; and the state operates the courts system and holds the more serious offenders in its prisons. State funding pays for defense attorneys for those who are unable to afford one. Others are defended by attorneys that they hire. Each of the government agencies have specific services to assist victims of crime.

The services and financial costs of these elements of the public safety system have a large impact on Multnomah County's citizens. In recent years, the cost for the County's share of these responsibilities has increased significantly. The three County-financed organizations involved are the Department of Community Justice, the District Attorney's Office, and the Sheriff's Office. Since FY1997 the County's expenditures for these three public safety agencies has increased by 28% to $182 million in FY2001.
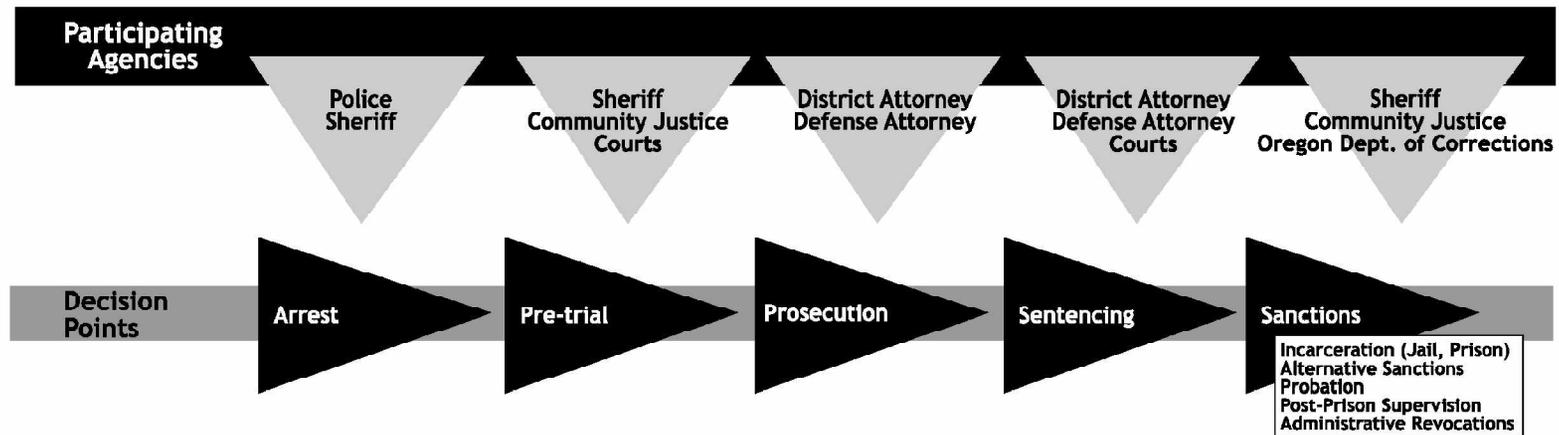
*Adapted from Ensuring Equitable Treatment in the Criminal Justice System: Addressing Over-Representation of Racial and Ethnic Minorities, An Assessment and Action Plan by the Multnomah County Public Safety Coordinating Council. Draft report dated October 2000. Page 11.
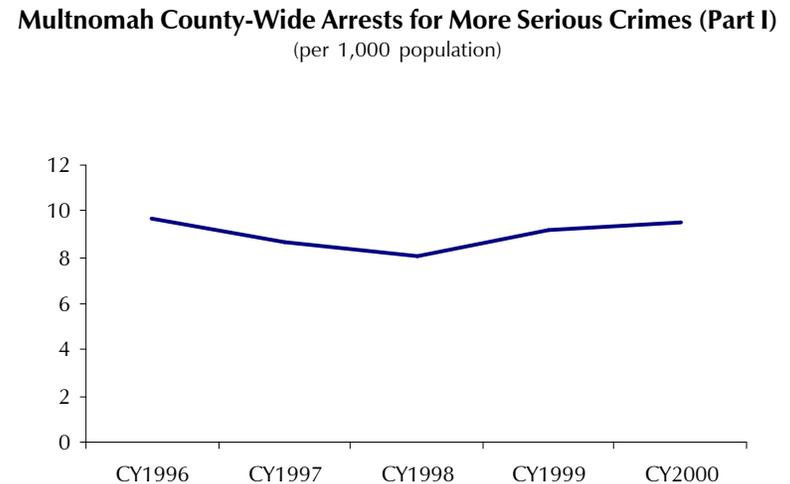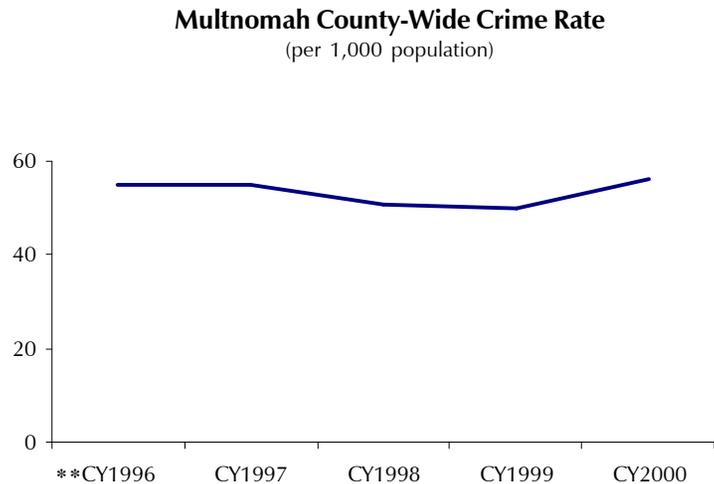
Arrests

Crime Rate Per 1,000

Including the County Sheriff's Office, there are eight different police agencies in Multnomah County. They are the county, the cities of Portland, Gresham, Troutdale, and Fairview, the Oregon State Police, Port of Portland Police and the Oregon Liquor Control Commission. The cities of Maywood Park and Wood Village contract with the County for police services. Arrests per 1,000 population were declining until 2000. Total number of arrests increased from 32,385 in 1999 to 37,128 in 2000.

Part I Crimes

Part I crimes are also known as "person" crimes. Examples would include homicide, rape, kidnaping, and robbery. Part I crimes have increased for the last 2 years. Behavioral crimes (weapons, prostitution, drug laws, gambling, offenses against family, DUII) showed the most significant increase (17%) and account for the largest portion of crimes (59%).

Multnomah County-Wide Crime Rate
(per 1,000 population)

Multnomah County-Wide Arrests for More Serious Crimes (Part I)
(per 1,000 population)

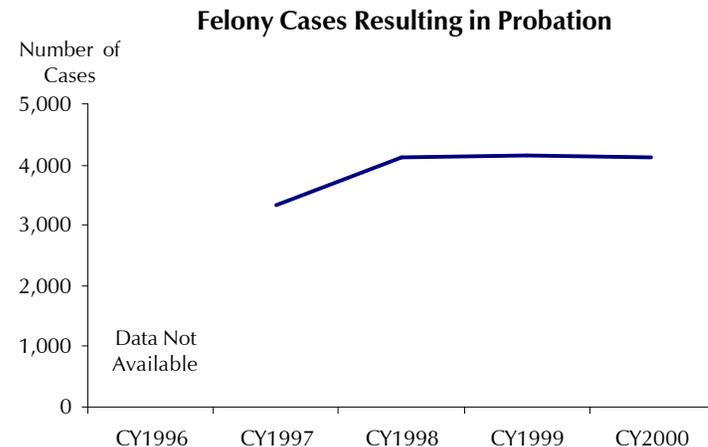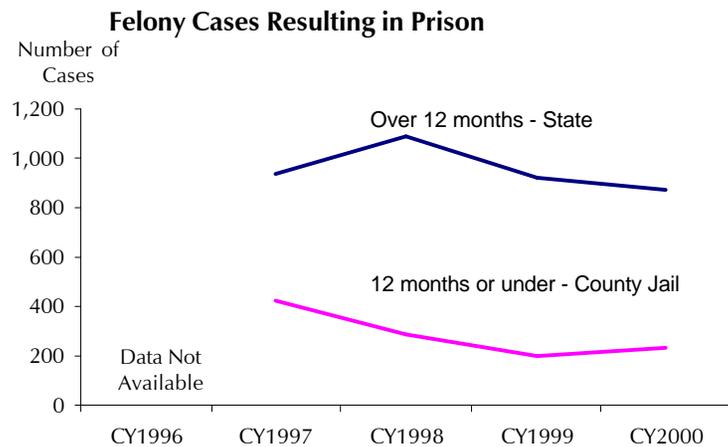| Other Crimes	CY1996	CY1997	CY1998	CY1999	CY2000
Number of arrests for Part II* crimes	10,161	10,573	9,133	9,642	9,017
Number of arrests for Behavioral crimes	18,650	19,051	18,348	16,807	21,832

*Refer to Appendix for definitions
**Calendar year, January to December

Sentencing

The sentence that an offender receives is impacted by state mandates and local public policy. Local, state, and federal governments create and classify crimes, setting the penalties that an offender is subject to for each crime. In 1989, the Legislature approved sentencing guidelines that reduced the amount of discretion available to the court in making sentencing decisions. Guidelines rank felony crimes by seriousness and the offender's criminal history. Both affect the sentence received.

Sentencing options include incarceration at a state facility, a sentence of 12 months or less that is served in a Multnomah County jail or probation. Other sanctions (jail, community service, forest camp) can be ordered as part of the probation sentence.

Felony Cases Resulting in Prison

Number of Cases

Over 12 months - State

12 months or under - County Jail

Data Not Available

CY1996 CY1997 CY1998 CY1999 CY2000

Felony Cases Resulting in Probation

Number of Cases

Data Not Available

CY1996 CY1997 CY1998 CY1999 CY2000

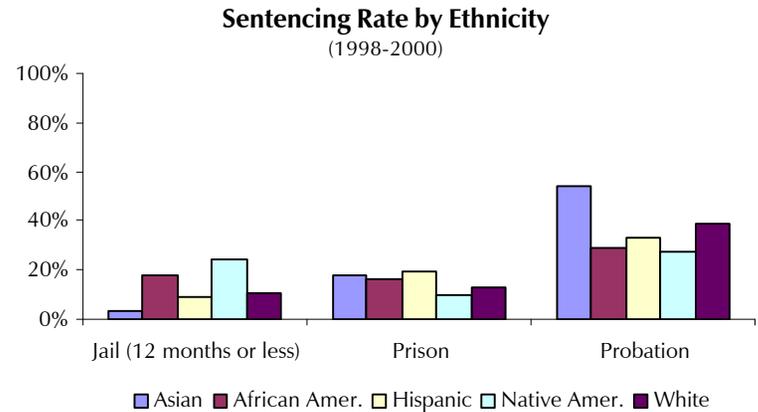| **Other Sentences**	CY1996	CY1997	CY1998	CY1999	CY2000
Number of sentences for person crimes			New Measure, Under Development		
Number of sentences for property crimes			New Measure, Under Development		

Local Public Safety Coordinating Council

In 1995, the State Legislature passed Senate Bill 1145 which significantly affected the public safety roles of the State and its 36 counties. The law declared that counties would provide punishment, sanctions, and services for all felony offenders under community supervision and all offenders sentenced or sanctioned to incarceration for 12 months or less. It also called for counties to coordinate local criminal justice system policy.

In November 1995, the Multnomah County Board of Commissioners passed an ordinance establishing the Local Public Safety Coordinating Council (LPSCC). Council membership is very broad and includes the District Attorney, Sheriff, Director of the Department of Community Justice, police chiefs, judges, mayors, a Portland City Council member, representatives of other related County programs, state agencies, community leaders, and citizen members. The Council has several smaller groups that work on specific criminal justice areas that need improvement or coordination such as alcohol and drug treatment, mental illness, and minority over-representation. The Council was also charged with implementing a $8,000,000 bond-funded project to improve criminal justice information technology.

In October 2000, LPSCC issued a report on over-representation of racial and ethnic minorities in the public safety system. They identified and analyzed data from four key decision points in the system: arrest, prosecution, sentencing, and supervision. According to their analysis, racial/ethnic categories were over-represented in most crime categories at arrest, harsher sentences were more often applied to people of color, and African Americans were more often assessed at high risk to offend in the supervision process. LPSCC appointed a Task Force to develop an action plan to address over-representation. Based on this initial work, LPSCC is developing a permanent process to address over-representation and to increase fairness in the system.

Sentencing Rate by Ethnicity
(1998-2000)

Multnomah County

Service Efforts and Accomplishments FY2001

Overview

The Department of Community Justice works to keep communities safe and to reduce criminal recidivism. They hold adult and juvenile offenders accountable for their actions while also helping them develop the skills necessary for their success in the community.
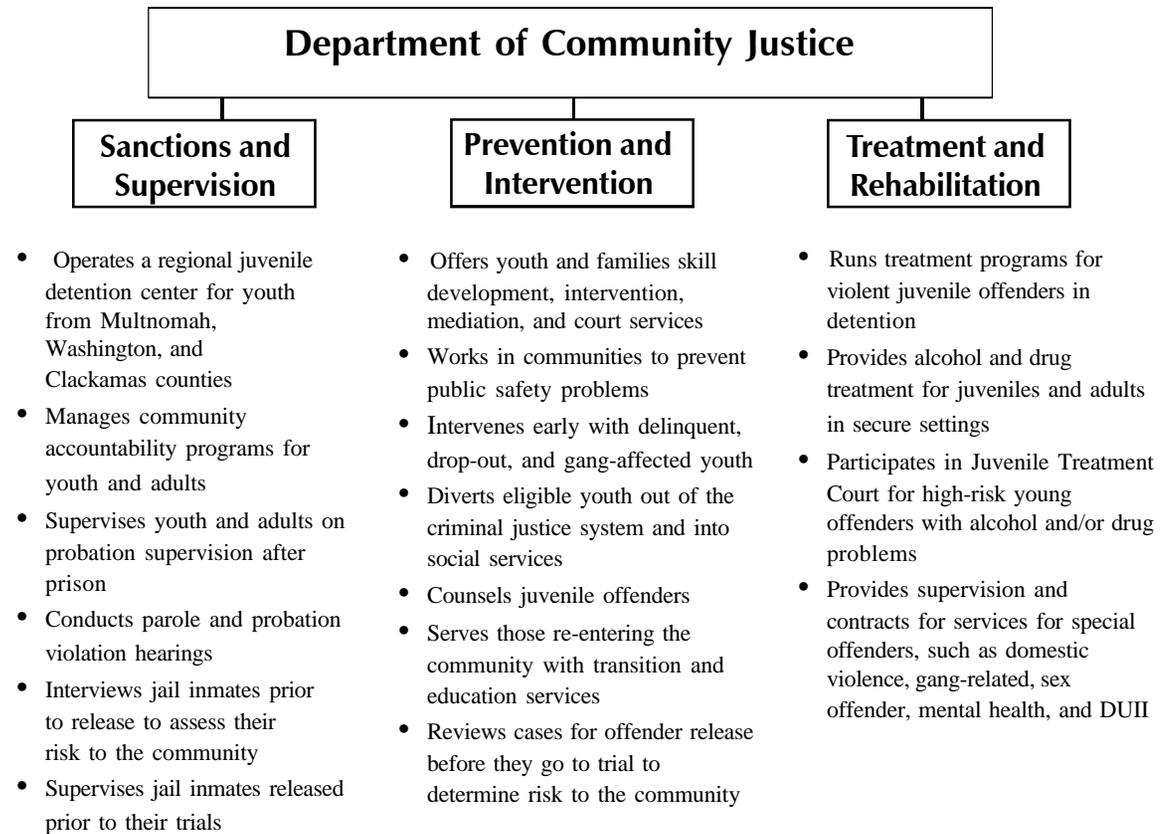
FY2001 In Brief . . .

Accomplishments

* Opened new 15-bed secure alcohol and drug treatment center for juveniles

* Began work in three neighborhoods to create safer communities through the Community Justice Initiative

* Started new programs to work with juveniles with parents in the justice system and probationers/parolees with children

* Continued redesign of the adult system to focus on high-risk probationers, transition services, and treatment

* Served 5,422 students in the Student Attendance Initiative with 83 % reporting higher attendance rate

* Changed funding priorities for juvenile services and reduced prevention and treatment programs

* Rates of detainment for juveniles of color have lowered

Issues

* State funding for adult services has not kept pace with increases in client case loads

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Department of Community Justice

Sanctions and Supervision	**Prevention and Intervention**	**Treatment and Rehabilitation**

Sanctions and Supervision

* Operates a regional juvenile detention center for youth from Multnomah, Washington, and Clackamas counties
* Manages community accountability programs for youth and adults
* Supervises youth and adults on probation supervision after prison
* Conducts parole and probation violation hearings
* Interviews jail inmates prior to release to assess their risk to the community
* Supervises jail inmates released prior to their trials

Prevention and Intervention

* Offers youth and families skill development, intervention, mediation, and court services
* Works in communities to prevent public safety problems
* Intervenes early with delinquent, drop-out, and gang-affected youth
* Diverts eligible youth out of the criminal justice system and into social services
* Counsels juvenile offenders
* Serves those re-entering the community with transition and education services
* Reviews cases for offender release before they go to trial to determine risk to the community

Treatment and Rehabilitation

* Runs treatment programs for violent juvenile offenders in detention
* Provides alcohol and drug treatment for juveniles and adults in secure settings
* Participates in Juvenile Treatment Court for high-risk young offenders with alcohol and/or drug problems
* Provides supervision and contracts for services for special offenders, such as domestic violence, gang-related, sex offender, mental health, and DUII

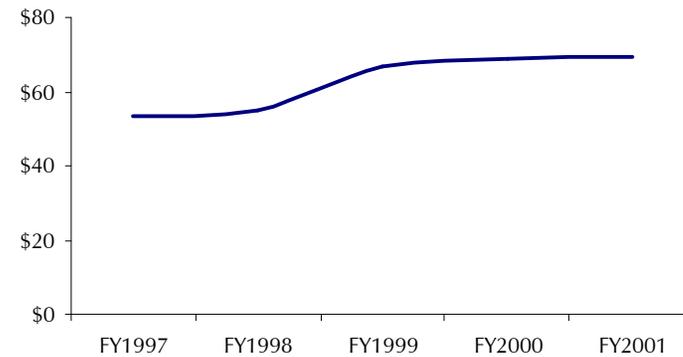# Department of Community Justice

Spending and Staffing

Spending

The Department of Community Justice spent $69.1 million on services in Fiscal Year 2001 (July 1, 2000 – June 30, 2001), an increase of 29% over FY1997.

- $104 dollars were spent per county resident in FY2001.
- Approximately 51% of the Department's funding came from local sources, with state, federal, and other sources accounting for the remainder in FY2001.
- Funding received for juvenile programs has increased at the same rate (34%) as those received for adult programs.
- In FY2001 58% of the Department's spending was for personnel.

Department of Community Justice Spending
(In Millions of $, Adjusted for Inflation)

Staffing

The number of hours worked by Community Justice employees was equal to 689 full-time employees in FY2001. This is an increase of 20% over five years.

Department of Community Justice Staffing
(Full-Time Equivalent Employees)
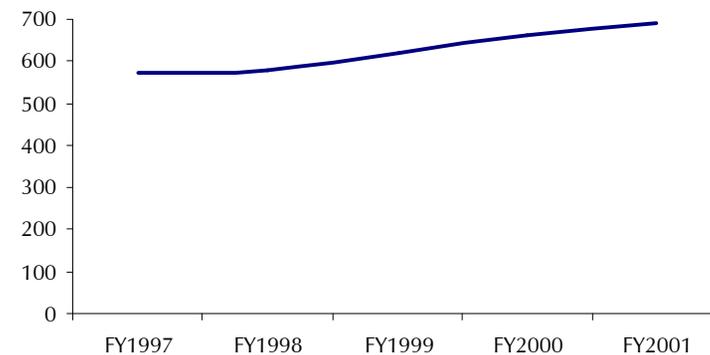
Sanctions and Supervision

The Department of Community Justice manages programs to sanction and supervise both juvenile and adult offenders. For adults, these programs range from the monitoring of low-risk offenders to high-risk offenders in the community. Offenders are either on probation (sentenced to supervision in the community rather than going to jail) or on parole/post-prison supervision (conditional release from prison). Staff are responsible for assessing risk to the community, assessing offender needs, assisting offenders in behavior changes, imposing sanctions when offenders don't comply, and making arrests when public safety is threatened. The Department also runs programs that hold offenders accountable, such as community service, day reporting, and forest camp (Forest Project).

For juveniles, the Department manages a regional detention center, community alternatives to detention, probation supervision and secure treatment for juvenile sex offenders and those affected by alcohol and drug problems. The Department also runs other programs that hold juvenile offenders accountable such as community service, restitution, and the Forest Project.
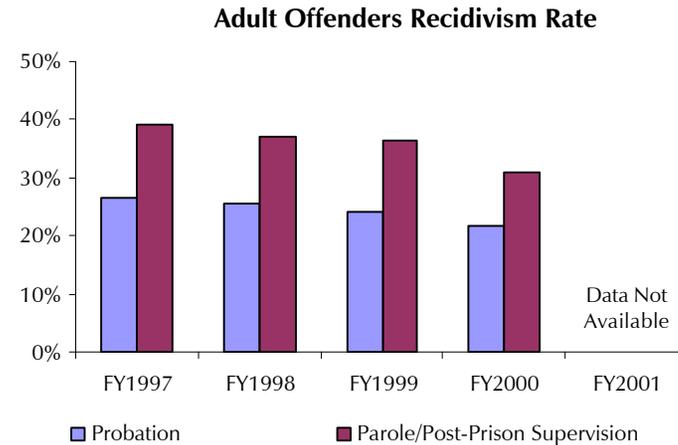
Juvenile Recidivism

For juveniles, this measure represents all offenders who within one year after the first referral to supervision have returned to criminal activity. The juvenile rate has remained fairly stable with one out of every three offenders committing a new crime.
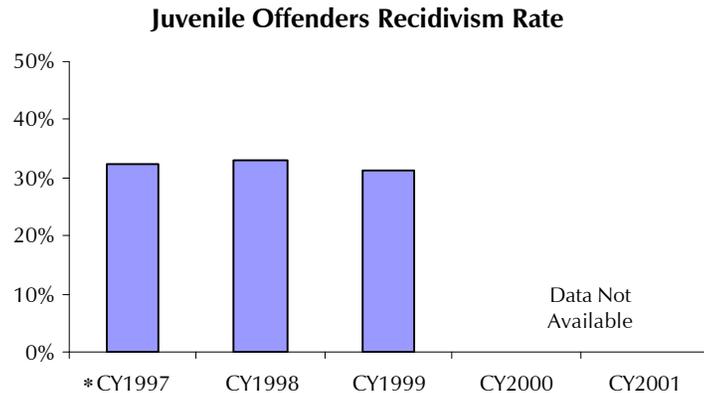
Adult Recidivism

For adults, the recidivism measure represents the percentage who were convicted for a new felony crime in the three-year period after supervision began. The recidivism rate for adult offenders on parole and post-prison supervision compared to those on probation has consistently been higher, although both rates are decreasing.

Juvenile Offenders Recidivism Rate

*CY1997   CY1998   CY1999   CY2000   CY2001

Data Not Available

*Calendar year, January to December

Adult Offenders Recidivism Rate

FY1997   FY1998   FY1999   FY2000   FY2001

Data Not Available

◻ Probation   ◼ Parole/Post-Prison Supervision

Department of Community Justice

Sanctions and Supervision

Juveniles Supervised

In 2000, research showed that approximately 5% of the entire youth population in Multnomah County was involved in the juvenile justice system. Approximately 3/4 of these were non-violent offenders. The Department supervises all youth who are placed on supervision by the Juvenile Court and reside in the county.

The number of referrals has been steadily declining since FY1998. About 30% of offenders are female and about 40% are under 15.
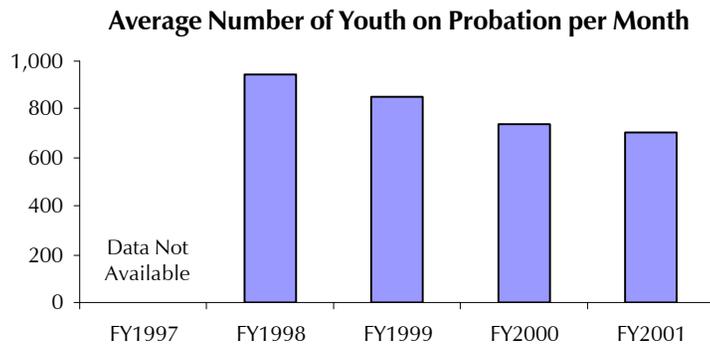
Adults Supervised

Approximately 10,600 adult offenders are on supervision at any given time. Of those, 64% are supervised on probation. The remaining offenders are supervised after serving a sentence in jail or a state-operated prison (parole/post-prison supevision).

In a July 2001 sample of probationers, the average age was 33 years. About 3/4 of the offenders were male, and almost one out of every three was a person of color.

Average Number of Youth on Probation per Month

Average Number of Adults Supervised per Month

■ Probation   ■ Parole/Post-Prison Supervision
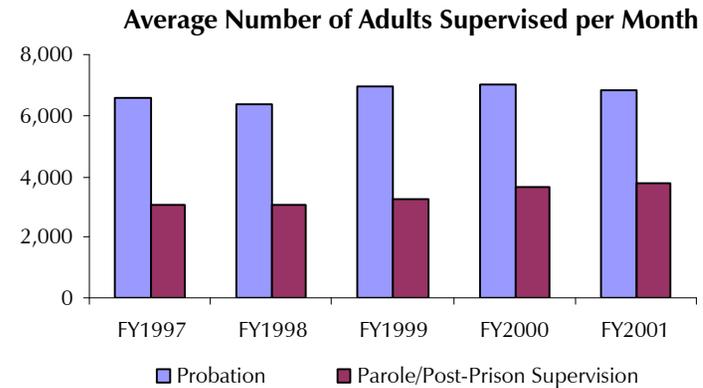
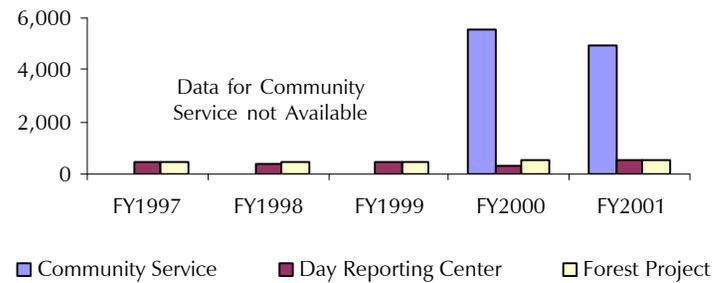| Workload	FY1997	FY1998	FY1999	FY2000	FY2001
Juvenile					
Number brought to the youth detention center (intake)	5,426	6,536	6,595	5,914	5,563
Number of admissions to the youth detention center	3,668	4,116	3,940	2,913	2,804
Average length of stay in youth detention in days	10.8	11.9	11.2	8.9	10.6
Adult					
Average time spent on supervision	New Measure, Under Development				
Number of sanctions imposed for adult violations	N/A	2,756	4,758	5,295	5,501

Department of Community Justice

Sanctions and Supervision

In accountability programs, offenders work in the local community or at the Forest Project as part of their sentence or as an immediate consequence for failure to comply. While under supervision, youth work to earn money to pay restitution. The Department also operates a non-residential program for adults who need more daily structure. According to the Department, the number of youth in accountability programs is declining because the number of youth referred by Juvenile Court is declining. The number of adults participating has increased because of efforts to better use these programs.

Youth in Accountability Programs

■ Forest Project ■ Project Payback □ Community Service
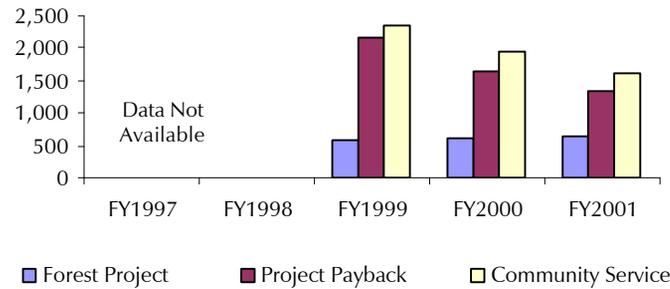
Adults Participating in Accountability Programs

■ Community Service ■ Day Reporting Center □ Forest Project

Results	FY1997	FY1998	FY1999	FY2000	FY2001
Juvenile					
Percent in custody who increase knowledge of skills that prevent future criminal activity	N/A	N/A	N/A	N/A	83%
Percent who report fair and respectful treatment by detention staff	N/A	N/A	N/A	83%	79%
Percent who report fair and respectful treatment by probation counselors	N/A	96%	92%	93%	95%
Number of community service hours completed	N/A	N/A	14,142	11,754	9,606
Adult					
Number of community service hours completed	N/A	101,382	105,774	N/A	117,890
Number of non-jail sanctions imposed for violations of probation/post-prison supervision	N/A	1,088	2,057	1,862	1,976

| Efficiency and Cost	FY1997	FY1998	FY1999	FY2000	FY2001
Juvenile					
Amount of restitution paid					$70,757
Bed day cost per youth in detention center		New Measure, Under Development			
Cost per youth on probation		New Measure, Under Development			
Adult					
Amount of restitution paid		New Measure, Under Development			
Cost per adult on supervision by probation and parole/post-prison supervision		New Measure, Under Development			

Department of Community Justice

Prevention and Intervention

The Department provides services that help prevent crime and future criminal behavior. For example:

- Staff work with at-risk families and youth to help steer kids away from delinquent behavior and intervene early with those youth already involved with the juvenile justice system.
- The Department works with adults who are transitioning out of jail and prison to minimize the risk to the communities and improve their chances of becoming contributing members of those communities. This includes assistance with education, employment, housing and basic needs.
- Staff also work in local neighborhoods to help address chronic public safety and crime problems.

In FY2001, the Department delivered approximately 3,600 instances of services in addition to supervision that was intended to prevent future criminal activity. The Department follows best practices that states additional services are critical to changing criminal behavior.

**Services Beyond Supervision
Adult Client Population***
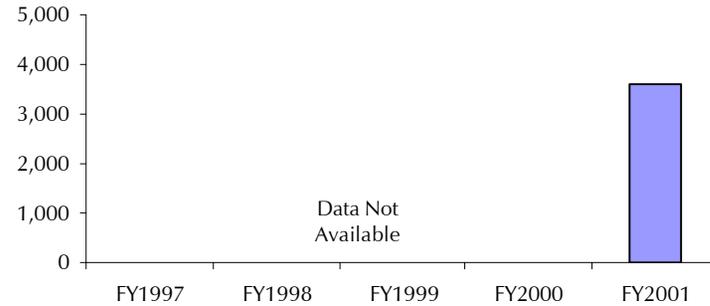
*Represents a duplicated count. Clients may receive more than one service.

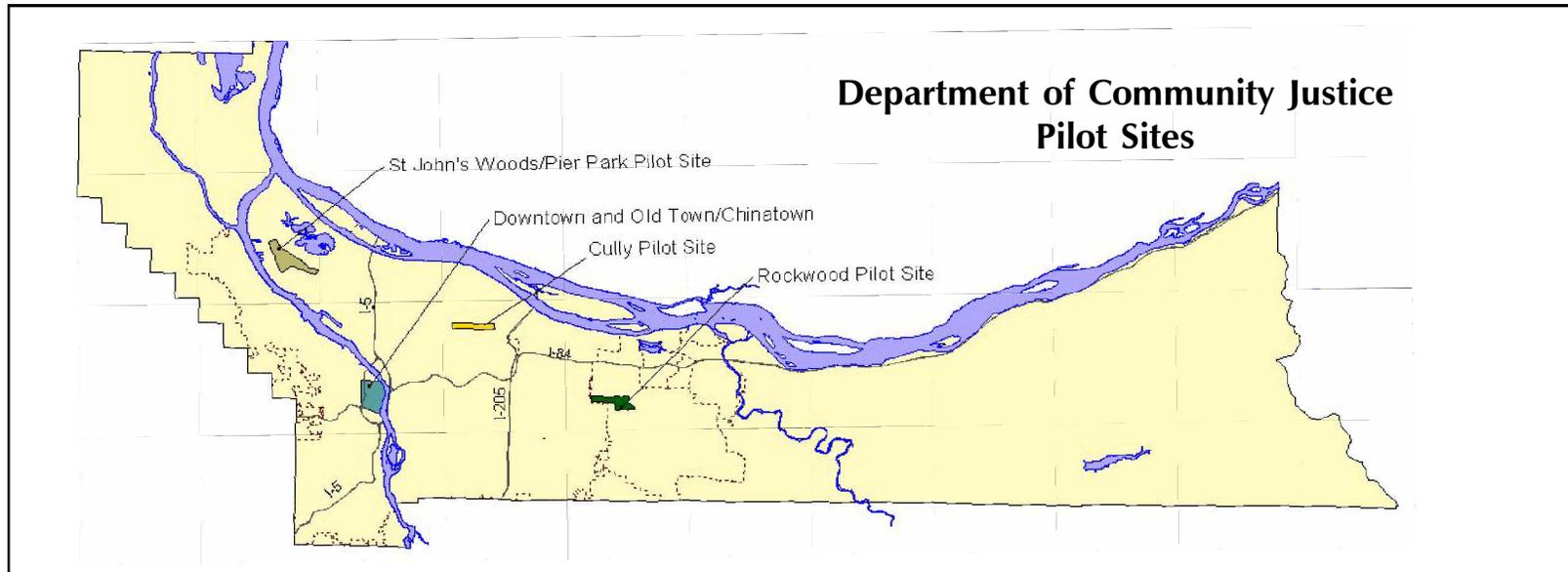| Results	FY1997	FY1998	FY1999	FY2000	FY2001
Juvenile					
Number participating in delinquency prevention (diversion programs)	N/A	N/A	N/A	776	694
Number of youth and families served in skill development programs	N/A	241	418	343	N/A
Number participating in mediation and court services	1,331	1,223	1,160	1,000	1,489
Adult					
Number provided with transitional services (bus tickets, ID, clothing, work supplies)	N/A	N/A	N/A	N/A	3,874
Number participating in educational classes	420	545	519	446	531
Number of family contacts by community-based prevention programs	New Measure, Under Development				
Number of inmate contacts prior to release from prison	N/A	N/A	N/A	N/A	173*

*Represents partial count-does not include all prisons

Prevention and Intervention

Community Justice Initiative

In June 1999, the Department initiated a program intended to reduce crime, increase the sense of safety of residents, and improve relationships among the Department, neighborhoods, and other services. Four pilot sites were chosen to develop and test this approach. Staff work with community members to develop strategies to prevent crime within their communities.

Department of Community Justice
Pilot Sites

Results	FY1997	FY1998	FY1999	FY2000	FY2001
Juvenile					
Recidivism rate for delinquency intervention (diversion) programs	N/A	N/A	N/A	19%(CY)	N/A
Percent reporting improved school attendance while on probation	N/A	N/A	53%	56%	63%
Adult					
Number of clients placed in transitional housing	N/A	N/A	N/A	N/A	1,098
Family services outcome measure	New Program, Measure Under Development				
Number of clients receiving GEDs	NA	NA	64	49	66
Number of hours of GED study provided	Measure Under Development				

| Efficiency and Cost	FY1997	FY1998	FY1999	FY2000	FY2001
Cost per juvenile for programs, excluding probation	Measure Under Development				
Cost per adult offender for programs, excluding supervision	Measure Under Development				

Treatment and Rehabilitation

The Department believes that treatment and rehabilitation are important to reduce future criminal activity.

Staff provide treatment in a secure setting for adult offenders with serious alcohol and drug abuse problems. These offenders have been offered an opportunity to avoid criminal conviction by completing treatment. The Department also contracts for mental health care, outpatient and residential alcohol and drug treatment, domestic violence and anger management treatment. Specially designed services for those offenders with multiple substance and/or mental health problems are also provided. Some offenders, including those convicted of sex offenses, domestic violence, gang crimes, and drunk driving receive specialized supervision.

A juvenile treatment court has been set up for high-risk youth offenders. This allows these youth to receive treatment in the community and helps ensure compliance through frequent contact. Youth with alcohol and drug problems, mental health concerns, and sex offense backgrounds are served in secure settings in specialized programs.

Adults Served in Alcohol and Drug Treatment
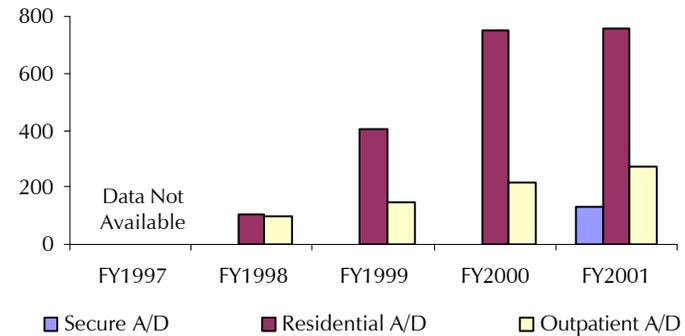
| Workload	FY1997	FY1998	FY1999	FY2000	FY2001
Juvenile					
Number of special needs youth served in a secure treatment setting	N/A	203	190	160	157
Number diverted from detention through the Alcohol and Drug Treatment Court	New Program, Measure Under Development				
Adult					
Number served in alcohol and drug treatment court	N/A	N/A	N/A	N/A	778
Number served in mental health services	N/A	N/A	N/A	37	53

Treatment and Rehabilitation

Adult Alcohol and Drug Treatment Success

Research indicates that it may take more than one episode of alcohol and drug treatment for a person to be successful. However, the successful completion of treatment reduces the risk that an offender will commit new crimes.

The success rate for completion of residential treatment has improved, while that of outpatient treatment has varied over the past four years. The secure setting treatment program is new, but in about 2/3 of the cases treatment was successfully completed in FY2001.
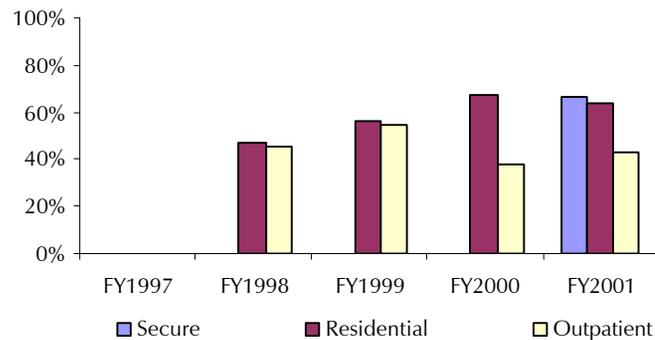
Juvenile Sex Offender Treatment Success

The sex offender treatment program is designed to reduce recidivism by providing assessments, probation supervision, and comprehensive family treatment. Part of the program is provided in a secure setting. Success is determined by completion of the majority of treatment objectives and placement in a less intense program. Except for FY1998, the success rate has been around 75%.

Adult Alcohol and Drug Treatment Success Rate

Juvenile Sex Offender Treatment Success Rate
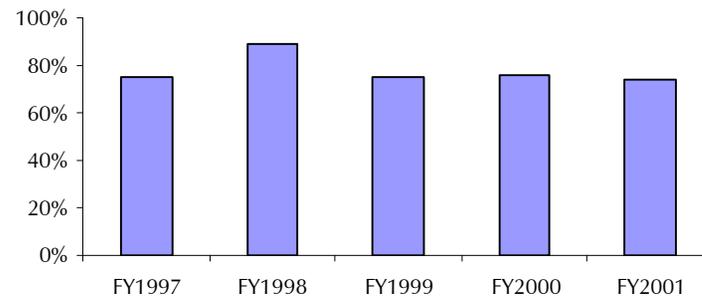
Results		FY1997	FY1998	FY1999	FY2000	FY2001
Juvenile						
Juvenile Treatment Court success rate		New Program, Measure Under Development				
Adult						
Treatment success rate for mental health services		N/A	N/A	N/A	38%	38%
Treatment success rate for drug diversion services		N/A	N/A	N/A	N/A	53%
Efficiency and Cost		FY1997	FY1998	FY1999	FY2000	FY2001
Cost per youth per day for special needs treatment units		New Program, Measure Under Development				
Cost per adult offender per day for special needs treatment		New Program, Measure Under Development				

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Multnomah County

Service Efforts and Accomplishments FY2001
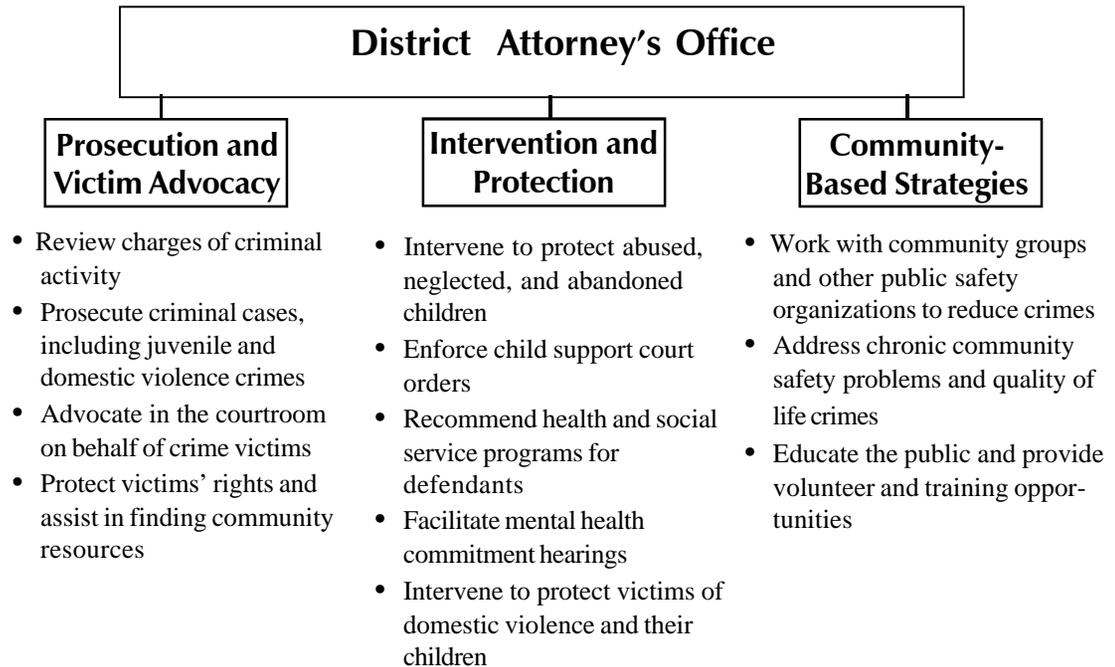
District Attorney's Office

Overview

Accomplishments

- Ensured that victim assistance services are available around the clock with the assistance of committed volunteers

- Named 2nd year in a row by the U.S. Department of Justice as a Leadership site in recognition of progressive work in combating quality of life crimes

- Indicted 924 cases in 2000 for Ballot Measure 11 crimes, the most serious violent felony cases

- Opened two new Community Courts in southeast and downtown

Issues

- The areas of elder abuse, both physical and financial, and identity theft are increasingly requiring more attention and resources

The District Attorney's Office works to prosecute criminals and protect crime victims. Strategies to achieve these goals include: trial advocacy; intervention and diversion activities; innovative community programs; public education about the law; and fair and consistent application of the law.
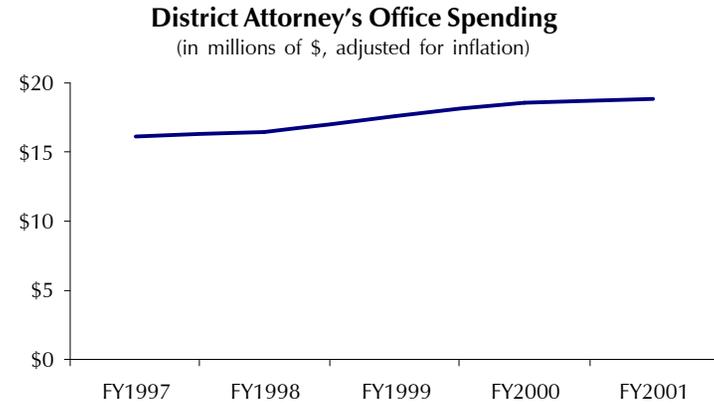
District Attorney's Office

Prosecution and Victim Advocacy

- Review charges of criminal activity
- Prosecute criminal cases, including juvenile and domestic violence crimes
- Advocate in the courtroom on behalf of crime victims
- Protect victims' rights and assist in finding community resources

Intervention and Protection

- Intervene to protect abused, neglected, and abandoned children
- Enforce child support court orders
- Recommend health and social service programs for defendants
- Facilitate mental health commitment hearings
- Intervene to protect victims of domestic violence and their children

Community-Based Strategies

- Work with community groups and other public safety organizations to reduce crimes
- Address chronic community safety problems and quality of life crimes
- Educate the public and provide volunteer and training opportunities

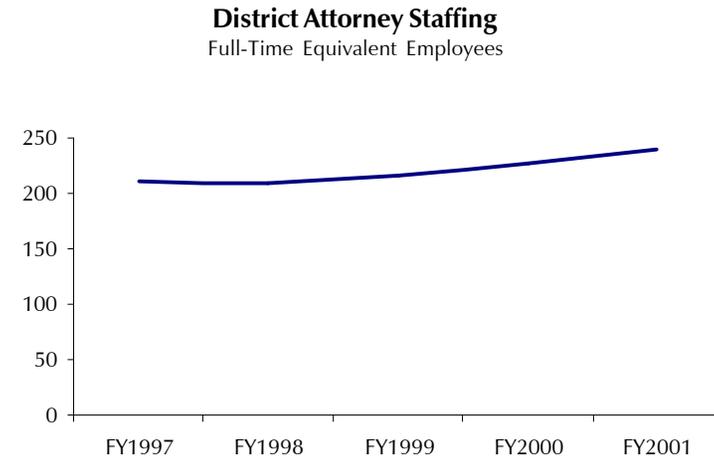# District Attorney's Office

Spending and Staffing

Spending

The District Attorney's Office spent $18.8 million on services in Fiscal Year 2001 (July 1, 2000 - June 30, 2001), an increase of 30% since FY1997.

- $28 were spent per county resident in FY2001.
- Approximately 73% of the Office's funding came from local sources.
- Funding from state and federal government sources accounted for 24% of the total.
- In FY2001, almost 80% of the Office's expenditure was for personnel.

District Attorney's Office Spending
(in millions of $, adjusted for inflation)

Staffing

The number of hours worked by District Attorney's Office employees was equal to 240 full-time employees in FY2001. This is an increase of 14% over five years.

District Attorney Staffing
Full-Time Equivalent Employees

Prosecution and Victim Advocacy

The District Attorney's Office reviews all crimes presented by law enforcement agencies and has jurisdiction to prosecute all crimes involving adults and juveniles that occur in Multnomah County. There are various laws and local ordinances that define what constitutes a crime and what sentences should be attached to those crimes. When necessary, the Office provides follow-up investigation on the more serious crimes.

The Office also provides legal information and support to those who have been victimized in a criminal act. Through the Victims Assistance Program, victims of crime can receive crisis intervention services, assistance with and information on the criminal prosecution process, and information and referral services.

To address specific or regional crime areas, the Office participates in numerous tasks forces, such as Youth Gun Anti-Violence Task Force, Regional Organized Crime and Narcotics Task Force, Auto Theft Task Force and the Anti-terrorism Task Force.

Total Adult & Juvenile Cases Prosecuted
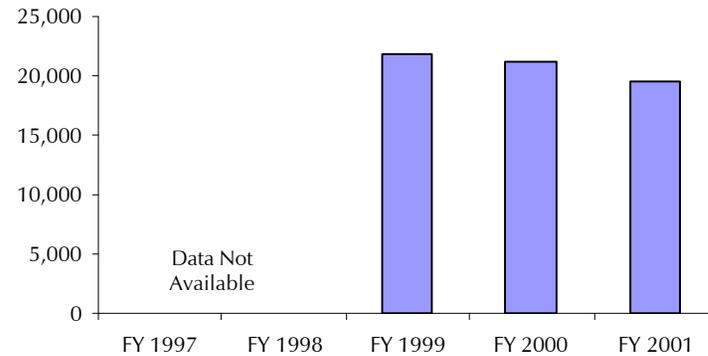
| Workload	FY1997	FY1998	FY1999	FY2000	FY2001
Cases of adult criminal activity reviewed					
Number of person* crime cases	N/A	N/A	6,673	6,157	5,554
Number of property* crime cases	N/A	N/A	6,856	6,615	6,788
Number of behavioral* crime cases	N/A	N/A	14,473	15,489	13,935
Number of juvenile delinquency cases reviewed	N/A	3,667	2,842	1,891	2,105
Cases of adult criminal activity prosecuted					
Number of person* crime cases	N/A	N/A	2,714	2,986	2,791
Number of property* crime cases	N/A	N/A	4,719	4,156	3,367
Number of behavioral* crime cases	N/A	N/A	12,948	12,825	11,836
Number of juvenile delinquency cases prosecuted	N/A	2,011	1,510	1,236	1,515
Number of cases with victim advocates assigned	N/A	N/A	N/A	N/A	4,811

*Refer to Appendix for definitions

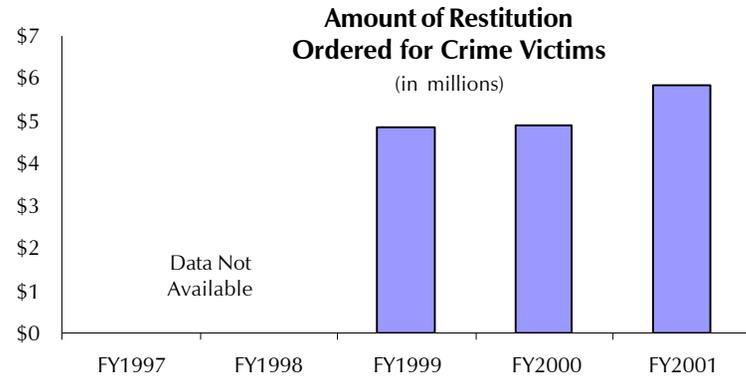## Prosecution and Victim Advocacy

Conviction

A case may be resolved in several ways. The defendant may plead guilty, be found guilty by the court or a jury, plead no contest (not dispute the charges), or be found not guilty. The case may also be dismissed. Dismissal means that the case was closed without a trial or plea. When a defendant is offered diversion, the case is also considered dismissed.
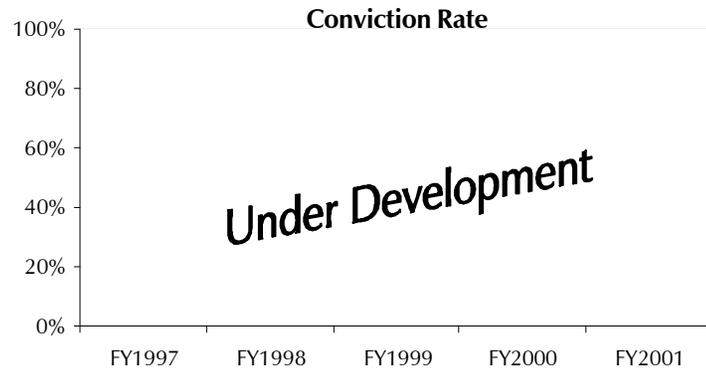
Restitution

The District Attorney's Office recommends to the Court that defendants be ordered to repay victims for their losses. The annual amount of restitution ordered by the court has increased over the last three years to $5.8 million. During this time, the Office used a grant to hire an additional victim advocate who worked closely with the courts and probation staff to increase restitution efforts.

Conviction Rate

Under Development

(x-axis: FY1997, FY1998, FY1999, FY2000, FY2001; y-axis: 0% to 100%)

Amount of Restitution Ordered for Crime Victims
(in millions)

Data Not Available

(x-axis: FY1997, FY1998, FY1999, FY2000, FY2001; y-axis: $0 to $7)

Results	FY1997	FY1998	FY1999	FY2000	FY2001
Percent of cases ending in conviction for all felony cases (excluding dismissals)					
Percent of felony person crimes				Measure Under Development	
Percent of felony property crimes				Measure Under Development	
Percent of felony behavioral crimes				Measure Under Development	
Percent of cases ending in conviction for all misdemeanor cases (excluding dismissals)					
Percent of misdemeanor person crimes				Measure Under Development	
Percent of misdemeanor property crimes				Measure Under Development	
Percent of misdemeanor behavioral crimes				Measure Under Development	

Intervention and Protection

Family justice is a high priority of the District Attorney's Office. Toward that effort, staff legally intervene to protect abused and neglected children. Cases can include conflicts between parents and children that can be resolved quickly, children who need protection because parents are involved in criminal activity, or children who are victims of abuse and/or neglect. When appropriate, the Office will work to free children for adoption in cooperation with the courts, law enforcement, and the State's protective services. The Office also participates on a multi-agency team to review, investigate, and prosecute child abuse cases.

Other ways the Office intervenes and protects include enforcing child support orders, offering treatment options as an alternative at sentencing, and representing the public in civil commitment hearings. These are hearings where the person presents a danger to themselves or others because of mental illness.

Cases of Abused, Neglected, and Abandoned Children Needing Protection
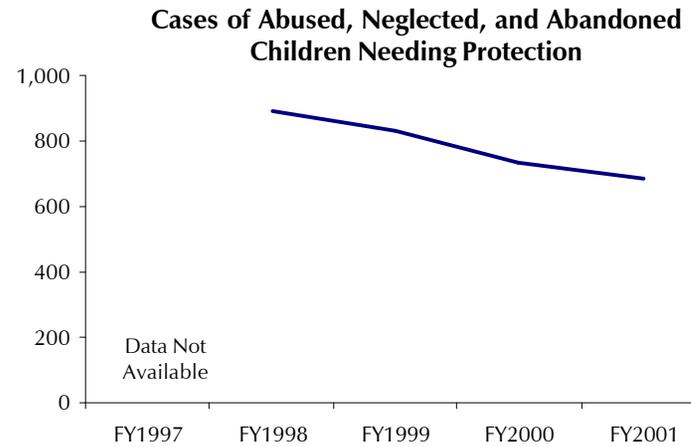
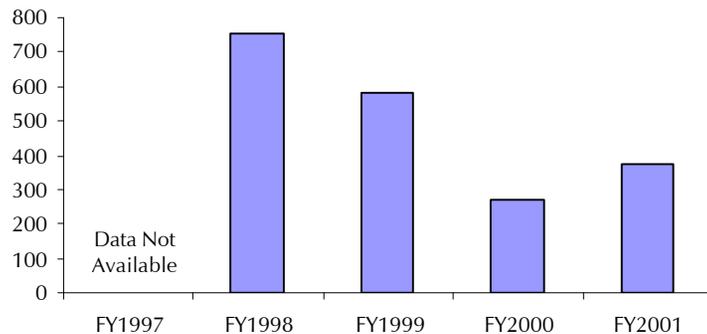| Workload	FY1997	FY1998	FY1999	FY2000	FY2001
Number of protected children freed for adoption	N/A	307	310	242	143
Number of child support cases reviewed	N/A	N/A	N/A	8,341	8,404
Number of drug offenders offered treatment and recovery opportunities		Measure Under Development			
Number of commitment hearings for persons with mental illness		Measure Under Development			
Number of Community Court defendants referred to social services	N/A	10	353	456	763

Intervention and Protection

Diversion

With diversion, adults or youth who have committed certain crimes are held accountable and offered an opportunity to avoid criminal conviction. These offenders are obligated to meet several conditions to avoid conviction. This usually includes treatment.
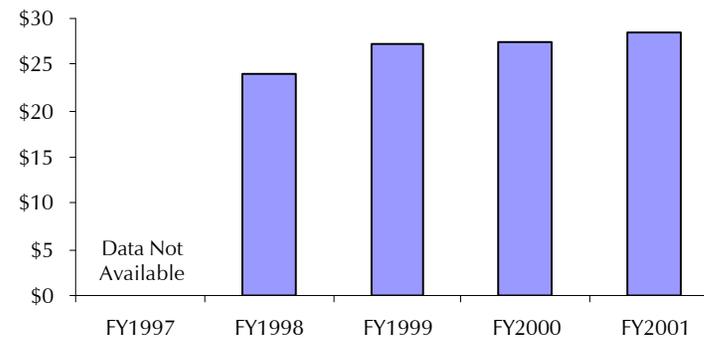
Child Support

The District Attorney's Office helps many parents in Multnomah County establish paternity, establish and modify a support order, and collect support for children. These efforts assist children in need, encourage family self-sufficiency, return money to the public treasury, and reduce the costs of providing public assistance. In FY2001 $28.5 million was collected, a 19% increase from FY1998.

Juvenile Offenders Referred to Diversion Programs and Receiving Services

Total Amount of Child Support Collected
(in millions)

Results	FY1997	FY1998	FY1999	FY2000	FY2001
Percent of domestic violence defendants referred and accepting deferred sentencing	N/A	N/A	50%	49%	50%
Percent of cases where child support was collected		New Measure, Under Development			
Resolution time per case for abused, neglected, and abandoned children (average number of days)	N/A	N/A	N/A	85	111
Resolution time per case for children freed for adoption		New Measure, Under Development			

Community-Based Strategies

Neighborhood District Attorney Boundaries

The purpose of the Neighborhood District Attorney (DA) and the Community Court Programs is to use the knowledge and application of law to solve local crime problems.   Both were designed to respond to neighborhood concerns about misdemeanor crimes.

The Neighborhood DA Unit works closely with police and community members to develop problem solving strategies aimed at reducing or eliminating community safety problems. The Neighborhood DA Unit has helped reduce problems of drug sales, thefts from cars, illegal camping, and other quality of life offenses within Multnomah County. The program covers all neighborhoods in the county and the public transit system.

The Community Courts Project is intended to be a swift, effective, and neighborhood-based method to sanction and support misdemeanor offenders. All three community courts strive to reduce quality of life crimes by sentencing low-level offenders in the communities where they committed their crimes and by providing social service assistance when needed. Project partners include Multnomah County Circuit Court, Multnomah County Departments of Community Justice and Community and Family Services, Oregon Indigent Defense Services Division, and a number of public agencies, social service organizations, community groups, and educational institutions.

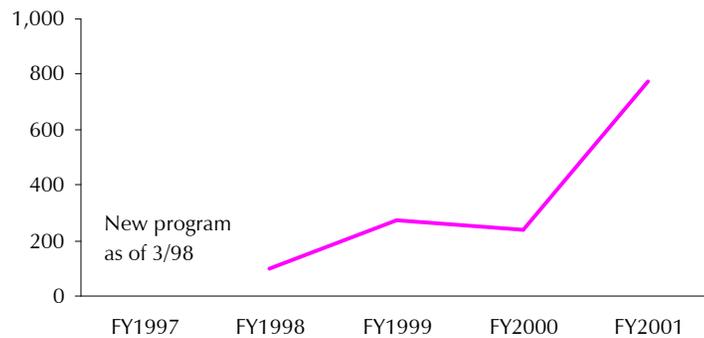| Workload	FY1997	FY1998	FY1999	FY2000	FY2001
Number of defendants appearing in Community Court	N/A	190	466	538	1,039
Number of problem-solving contacts made by Community DA Programs	8,030	17,495	19,223	18,279	18,528

District Attorney's Office

Community-Based Strategies

Community Service
Defendants who are ordered to complete community service work on a supervised work crew. The addition of two community courts accounts for the sharp increase in the number completing community service ordered by the community court and the estimated value of the work performed steadily increasing.

Cases with Completed Community Service

Estimated Value of Community Service Labor
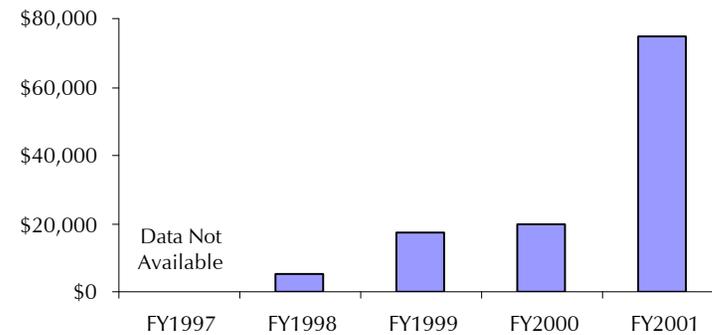
Results	FY1997	FY1998	FY1999	FY2000	FY2001
Number of community court cases with a community service sentence	New Program	137*	346	385	1,457
Number of hours of community service completed	New Program	777*	2,719	3,064	11,516
Number of Neighborhood DA community partnership agreements	25	25	26	20	24

*Represents partial implementation

Multnomah County

Service Efforts and Accomplishments FY2001
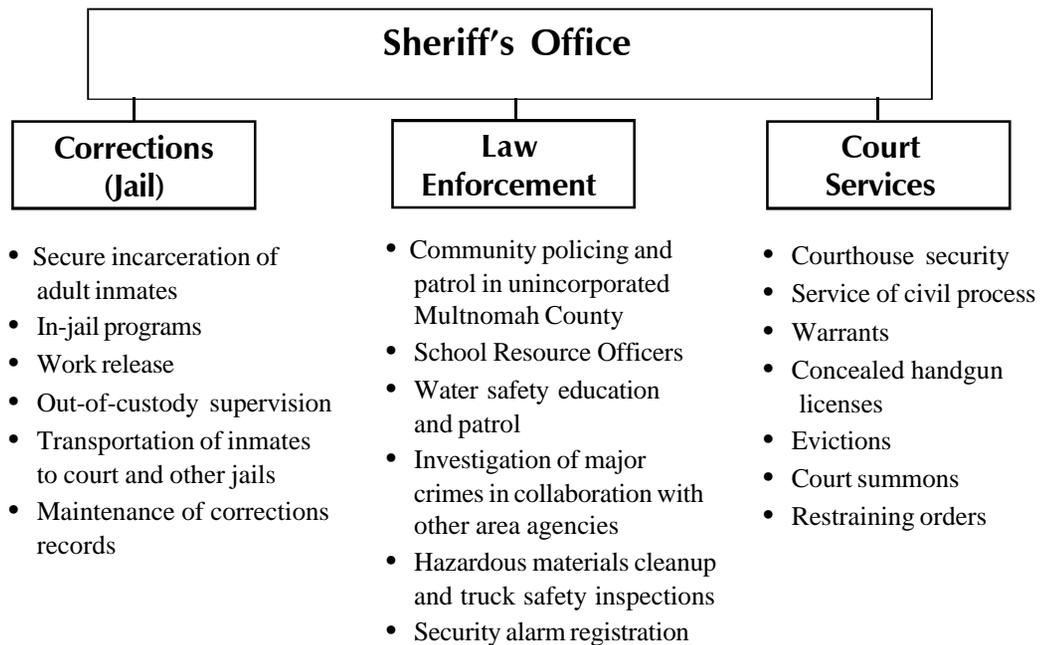
Sheriff's Office

Overview

FY2001 In Brief . . .

Accomplishments

- Created a Traffic Safety Unit that includes traffic and truck enforcement

- Organized a rescue and recovery dive team and outfitted a van for equipment and command use

- Planning and construction of a Temporary Booking Facility nearly completed to lodge arrestees and transport inmates during the remodel of the Justice Center Intake/Booking area

- Expanded services to female inmates at the Multnomah County Restitution Center (MCRC) by creating additional housing space

- Developed and installed an Inmate Grievance database to better track service needs of inmates

- Implemented a program to more successfully treat the needs of mentally ill persons confined in jail

- Increased the use of the Close Street Supervision and Electronic Monitoring programs to add flexibility in managing inmates and better use of jail bed space

The vision of the Multnomah County Sheriff's Office is "Exemplary service for a safe, livable community."

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                    Sheriff's Office
   ┌──────────────────┬──────────────────┐
Corrections        Law              Court
  (Jail)        Enforcement        Services
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Corrections (Jail)
- Secure incarceration of adult inmates
- In-jail programs
- Work release
- Out-of-custody supervision
- Transportation of inmates to court and other jails
- Maintenance of corrections records

Law Enforcement
- Community policing and patrol in unincorporated Multnomah County
- School Resource Officers
- Water safety education and patrol
- Investigation of major crimes in collaboration with other area agencies
- Hazardous materials cleanup and truck safety inspections
- Security alarm registration

Court Services
- Courthouse security
- Service of civil process
- Warrants
- Concealed handgun licenses
- Evictions
- Court summons
- Restraining orders
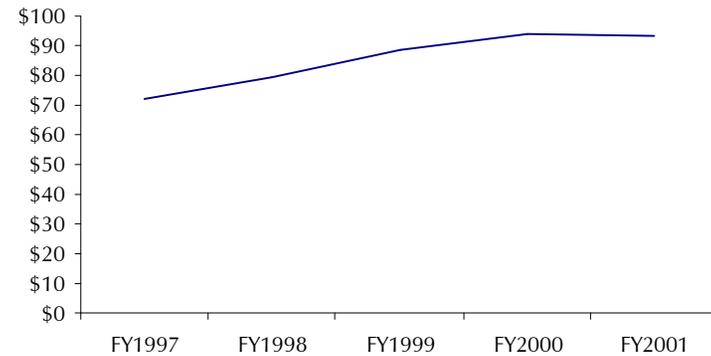

Sheriff's Office

Overview

Spending

The Sheriff's Office spent $93,617,198 on services in FY2001 (July 1, 2000 - June 30, 2001) an increase of 45% since FY1997.

- $141 dollars were spent per county resident in FY2001.
- Approximately 77% of the Office's funding came from local sources, with state and federal sources accounting for the remainder.
- The state and federal portion of the Sheriff's Office funding has grown from 10% in FY1997 to 18% in FY2001. Fees and miscellaneous revenues account for 5%.
- In FY2001, 73% of the expenditure was for personnel.

Sheriff's Office Spending
(In Millions of $, Adjusted for Inflation)

Staffing

The number of hours worked by Sheriff's Office employees was equal to 961 full-time positions in FY2001. This is an increase of 32% over five years.

Sheriff's Office Staffing
(Full-Time Equivalent Employees)

Corrections

The Sheriff's Office operates five jail facilities in Multnomah County. Corrections Facilities and Programs incarcerate sentenced offenders and those awaiting trial. They also manage work release, work crew and community monitoring programs, and they provide programs to help inmates before they are released back into the community.

Every day, the county jails hold as many as 2,063 inmates. In FY2001, 64% of inmates were awaiting disposition of criminal charges, while 36% were sentenced. Until July 1998, the average daily population in Multnomah County jails was equal to the number of beds available. After July 1998, a federal court order limiting the number of offenders that could be incarcerated in the jail was lifted. The Sheriff's Office has increased the number of jail beds through double-bunking and expansion of current facilities, almost eliminating the need for early releases due to lack of space.

The number of bookings has decreased in the past five years. However, the length of time that offenders are in jail has increased. According to the Sheriff's Office, this could be occurring because other public safety agencies are responding to the beds available.

Number of Bookings
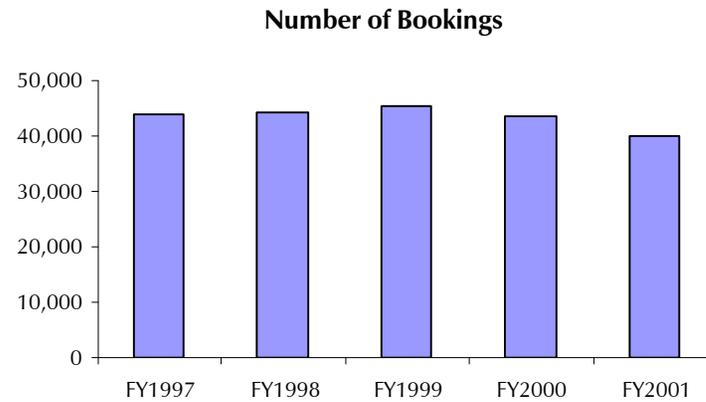
Workload	FY1997	FY1998	FY1999	FY2000	FY2001
Average daily population	1,427	1,532	1,893	2,036	2,054
Average length of jail stay in days	N/A	N/A	17.9	18.3	20.4
Number of inmates transported between jails and to court	94,230	93,839	104,525	79,633	73,654
Number of inmates participating in life skills programs	5,787	4,636	5,818	5,794	5,086
Number of inmates attending GED classes	1,577	1,616	1,593	1,363	1,495
Number of records processed	N/A	N/A	365,495	377,014	329,433

Corrections

Jail Conditions

In 1998, all 36 Oregon Sheriffs agreed to develop jail standards. The standards were completed by the Oregon Jail Managers Association and approved by the Sheriffs in November 1999. Once jail staff are trained, regular review of each county's jails will occur. The results of these reviews will be reported as a measure in this report.

While there continues to be no escapes from jail, the number of walk-aways from work crews and the Restitution Center have increased. The Sheriff's Office reports that the use of these programs has increased which explains why this trend is increasing.

Restitution to the Community

In FY2001, inmates in Multnomah County jail facilities contributed an estimated $4,908,610 back to the community through disciplinary fines and fees, probation and treatment fees, room and board, direct restitution to victims, and work crew labor.

Estimated Value of Work Crew Labor, Fines, and Other Payments FY2001
(in millions of $)
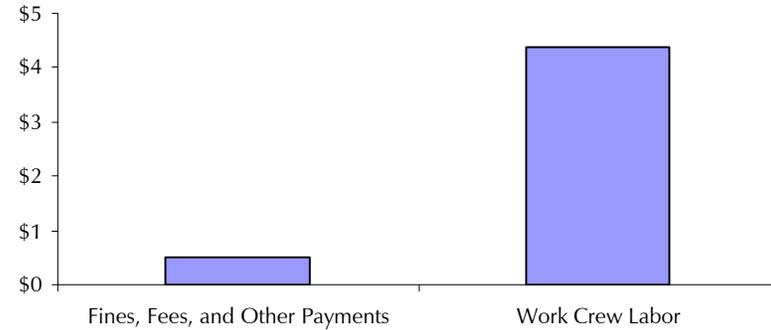
| Results	FY1997	FY1998	FY1999	FY2000	FY2001
Number of escapes from jail	0	0	0	0	0
Number of inmate walk-aways from work crew	0	0	0	3	2
Number of inmate walk-aways from Restitution Center	5	7	29	64	58
Major inmate disturbances or incidents (per bed)	.13	.13	.10	N/A	N/A
Percent successful completion of non-custody programs (electronic monitoring and supervised pretrial release program)	74%	82%	78%	78%	77%
Percent of time felony warrants are entered within time period (24 hours of issuance)	N/A	N/A	N/A	33%	50%
Percent of time misdemeanor warrants are entered within time period (3 days of issuance)	N/A	N/A	N/A	58%	42%

Corrections

Average Number of Jail Beds per 1,000 Residents

The number of jail beds per capita has grown rapidly since FY1998 because of efforts to increase jail capacity through double bunking and expansion of existing facilities. More jail beds will be added when construction of a new 225-bed facility is complete in 2004 (estimated).

Multnomah County is second highest in jail beds per 1,000 compared to four similar counties. Voters have consistently supported bond measures to build new jails and increase the number of jail beds.

**Jail Beds per 1,000 Residents**
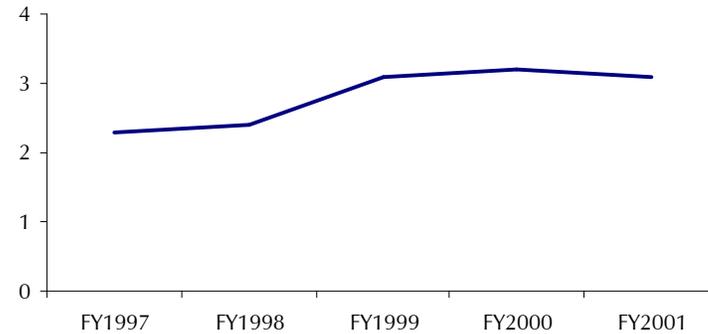
Jail Bed Cost per Day

The cost of a jail bed per day in Multnomah County is generally around $100. In FY1998 the cost was $101 per bed day and in FY2001 it was $102. A dollar increase in bed day cost represents an overall annual increase of $765,495. The Sheriff's Office attributed increased jail bed cost to increases in employee wages.

In FY1998, the bed day costs were found to be higher than the Oregon average. The Sheriff's Office attributed this difference to the higher costs of goods and services in an urban area, the health and drug problems inmates bring to jail, and increased costs of a large, complex corrections population.

Jail Beds per 1,000 Residents
Multnomah County and Four Other Counties

Law Enforcement

Sheriff Patrol Areas
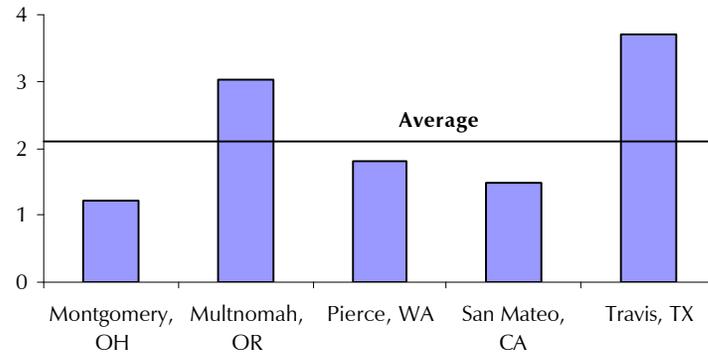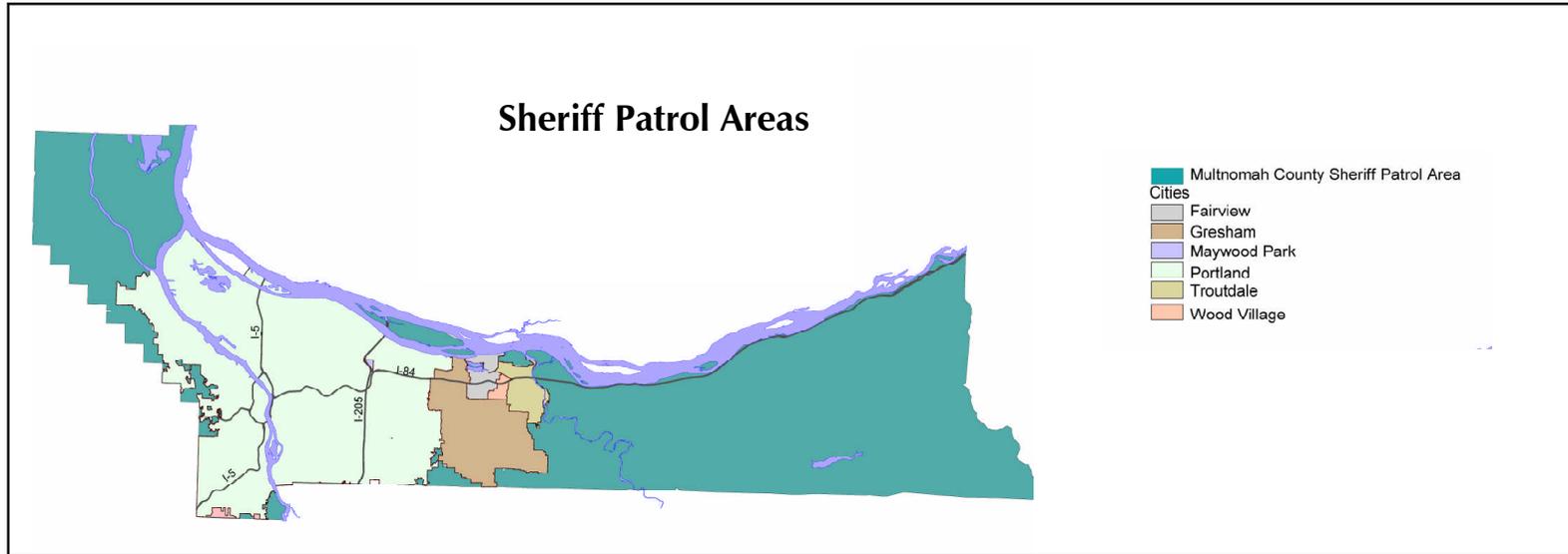
The Sheriff's Office is responsible for policing unincorporated Multnomah County. The cities of Maywood Park and Wood Village also contract with the Sheriff for policing. The service area is 289 square miles or 66% of the land area in Multnomah County, but represents only 2% of the county population. On a county-wide basis, the Enforcement Division patrols 95 miles of rivers; inspects for hazardous material; inspects for truck safety; provides community and school-based programs; and investigates major regional crimes in collaboration with other agencies.

| Workload	FY1997	FY1998	FY1999	FY2000	FY2001
Number of responses to calls for services	N/A	N/A	N/A	36,346	37,414
Number of incidents dispatched from central dispatch agency (BOEC)	N/A	N/A	N/A	6,948	7,489
Number of incidents officer initiated	N/A	N/A	N/A	29,398	29,925
Number of water safety classes (local schools and adults)	44	81	N/A	52	73

Sheriff's Office

Law Enforcement

Sworn Officers per 1,000 Population

The Sheriff's Office has a force of 24 uniformed officers, approximately 1.9 per 1,000 residents of unincorporated county.

Compared to four other counties similar in land area, population, and law enforcement operations, Multnomah County's number of officers per 1,000 residents was in the middle. Of all the comparable counties, Multnomah County had the least populated unincorporated area but not the smallest land size.
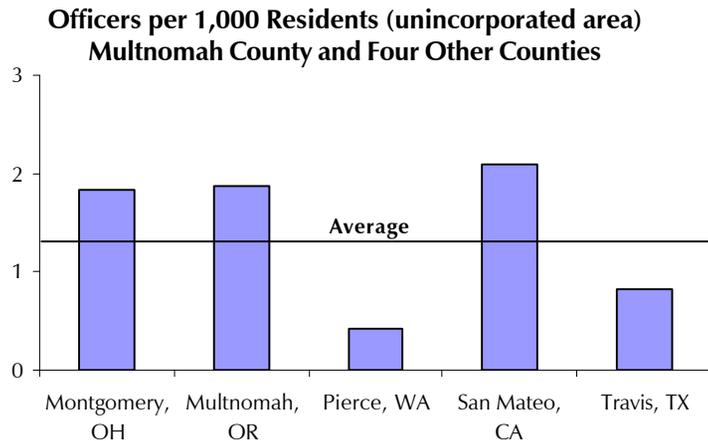
Dispatch Calls per Patrol Officer

All emergency services in Multnomah County are dispatched by a centralized agency, the Bureau of Emergency Communications. When area residents call 911 for any type of emergency, the call is taken and dispatched from the Communications Center operated by the City of Portland.

An offense is defined as cleared when an arrest has been made. In FY2001 about 39% of all offenses were cleared.

Officers per 1,000 Residents (unincorporated area)
Multnomah County and Four Other Counties

Dispatch Calls per Patrol Officer
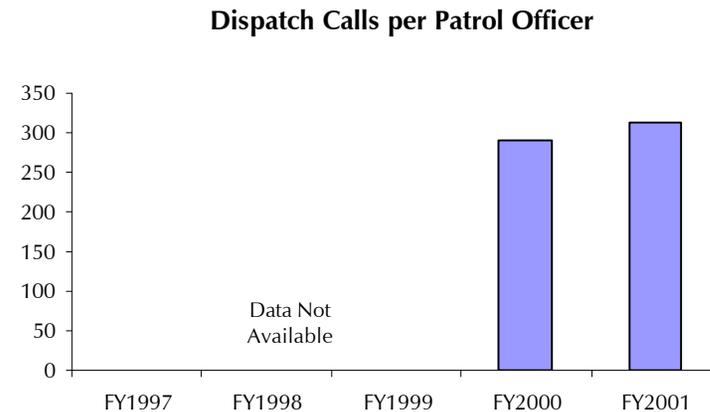
Results	FY1997	FY1998	FY1999	FY2000	FY2001
Percent of all major (Part I) offenses cleared by an arrest	N/A	N/A	N/A	9.2%	8.8%
Percent of all offenses cleared	N/A	N/A	N/A	46%	39%
Resolution of all cases assigned to the Special Investigations Unit					
Number sent to District Attorney	N/A	N/A	N/A	82	125
Percent to District Attorney that are indicted	N/A	N/A	N/A	70%	94%
Percent of cases indicted that are found guilty	N/A	N/A	N/A	75%	71%
Juvenile crime arrests as a percent of total Part I and Part II arrests	N/A	N/A	N/A	16%	15%

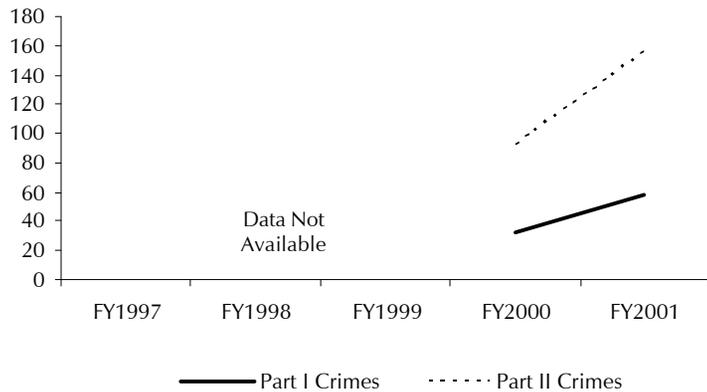# Sheriff's Office

Law Enforcement

Crime Rate

The rate of serious crimes (Part I) against people and property in unincorporated Multnomah County and the contract cities of Maywood Park and Wood Village rose to 58 crimes per 1,000 residents in FY2001. Examples of serious crimes are homicide, rape, robbery, and kidnapping.

Part II crimes are "lesser crimes" such as drug crimes, simple assault, fraud, weapons violations, prostitution, gambling, drunk driving, disorderly conduct, child abuse, and curfew violations. Crimes of this type increased to 155 per 1,000 residents in FY2001.

Response Time

The chart shows response time to crimes where life or physical health is at serious risk of harm, or where a major property crime is in progress. On average, Sheriff's Deputies responded to emergency or high priority calls more quickly on the Eastside than on the Westside. Response times have improved to 15.7 minutes on the Westside and 12.5 minutes on the Eastside.

Crime Rate per 1,000 Residents
(Unincorporated Multnomah County
and other contracted cities)

Data Not
Available

Part I Crimes   Part II Crimes

Average Response Time to Priority Calls
(in minutes)

Westside   Eastside
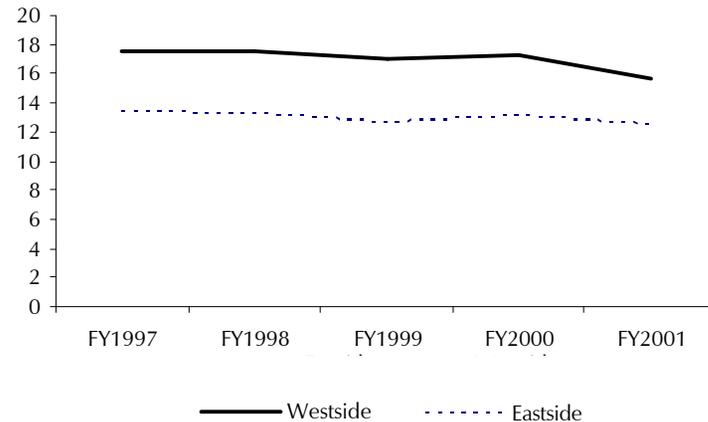
Sheriff's Office

Court Services

The Sheriff's Office provides a variety of services to the State Courts located in Multnomah County:

- Provide security for the courthouses and courtrooms by monitoring access, providing physical security, and escorting and transporting inmates to and from the buildings
- Enforce civil court orders
- Service notice of process in civil lawsuits
- Provide for care, custody, and transportation of alleged mentally ill persons

Percent of Persons Located and Successfully Served*
*Notice of Civil Process or Protective Orders
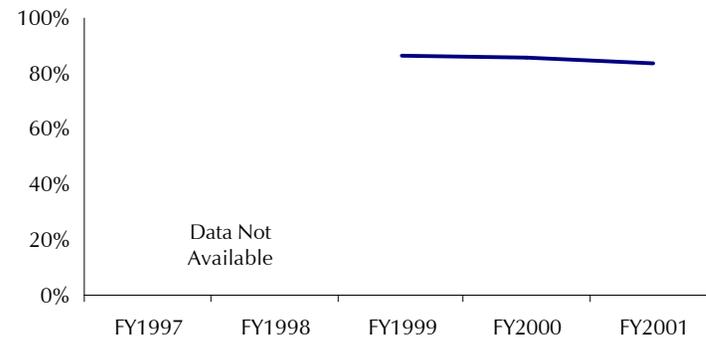
Workload	FY1997	FY1998	FY1999	FY2000	FY2001
Number of weapons seized at court houses (including juvenile court)	3,429	4,997	5,403	8,423	4,475
Number of inmates held for court proceedings	11,609	11,573	14,319	14,133	14,334
Civil Commitment Hearings of Allegedly Mentally Ill Persons					
Number of hearings with security provided	N/A	N/A	N/A	54	47
Number transported to court	N/A	N/A	N/A	44	41
Number transported to a facility after commitment	N/A	N/A	N/A	36	33

Multnomah County

Service Efforts and Accomplishments FY2001

Community-Based Service Delivery

The County's health and social service delivery offices are located throughout the county to allow easier access to citizens who need them. Services are provided in schools, non-profit programs, senior centers, branch offices, churches, clinics, and cultural and family centers. The Library has 14 branches, a cooperative library at Parkrose High School, the Central Library in downtown Portland, and the Title Wave Bookstore. In the public safety system, The District Attorney's Office, Department of Community Justice, and the Sheriff's Office each has geographically dispersed locations to better serve citizens.

The purpose of the first Multnomah County survey was to obtain information from citizens concerning their satisfaction with County services and their views on how well the County is doing. While many individual survey items are not directly linked to specific County services, they were designed to measure qualities that are indirectly linked. We also hoped to improve insight into how County government may contribute to citizens' overall feelings of regional and neighborhood livability.

To analyze the survey data, we looked at citizen responses county-wide and by service district. The service district boundaries were adapted from the Department of Community and Family Services service boundaries. These are also closely aligned with the Aging and Disability Services and Health Department service boundaries.
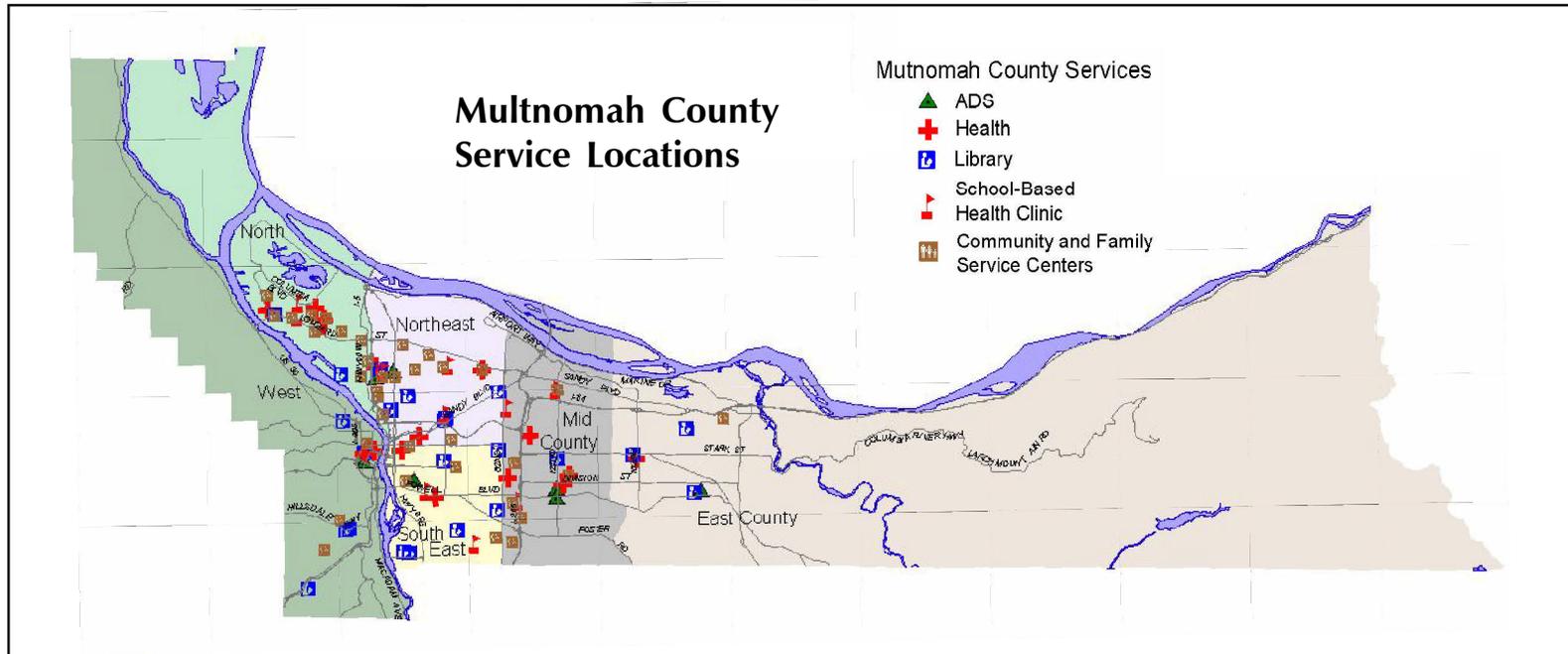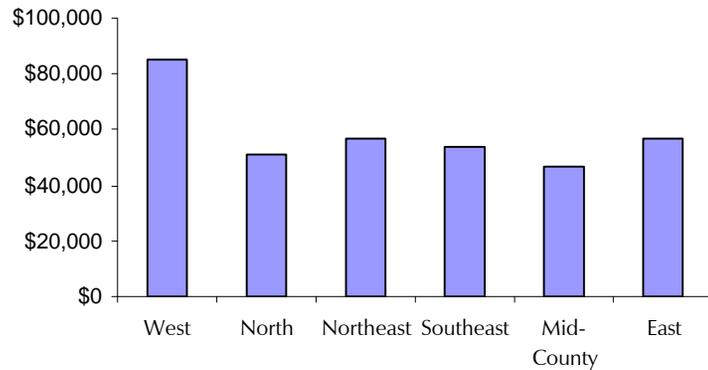
County Survey Respondent Demographics

There were 18 questions on the citizen survey that related to individual or household characteristics. From this we learned that of those who responded:

- 24% lived in the neighborhood five years or less and 26% more than 30 years. Citizens in the West and Southeast Districts had a higher percentage that lived there five years or less and citizens in the North and Mid-County Districts had a higher percentage that lived there more than 30 years.
- For hours worked per week, the West had a higher percentage that work over 40 hours per week (37%).
- For total income, the West had the highest percentage who made more than $76,000 and Mid-County the highest percentage who made $24,000 or less. The North (19%), Southeast (18%), East (16%), and Northeast (15%) Districts were similar in the percentage who made $24,000 or less.
- Most citizens (88%) rated themselves as having good, very good, or excellent health.
- 26% had some or a great deal of limited activity due to their physical health or functioning.
- 14% had some or a great deal of limited activity due to their emotional or mental health problems.

Average Household Income by Service District

**Number of Years Respondent Has Lived in Neighborhood**

- Percent 5 years or less
- Percent 6-10 years
- Percent 11-30 years
- Percent more than 30 years
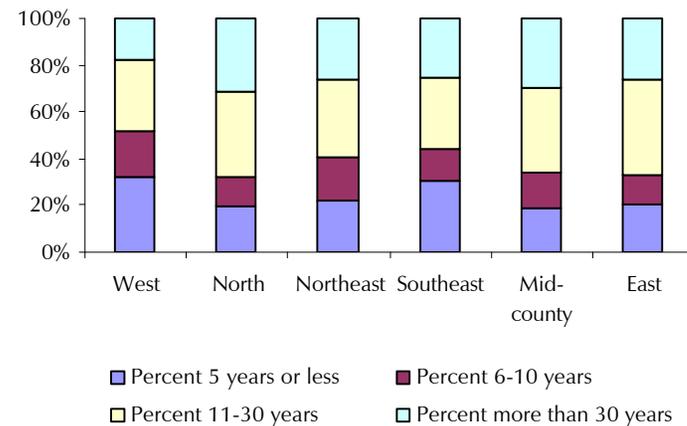
Animal Control

The mission of the Animal Control Division is to protect people and animals through the promotion and enforcement of responsible animal ownership. The Field Services program is responsible for providing timely response and effective resolution to animal-related emergencies and neighborhood problems involving animal ownership. One of the most frequent problems neighbors report is with barking dogs.

Percent Having Problems with Barking Dogs
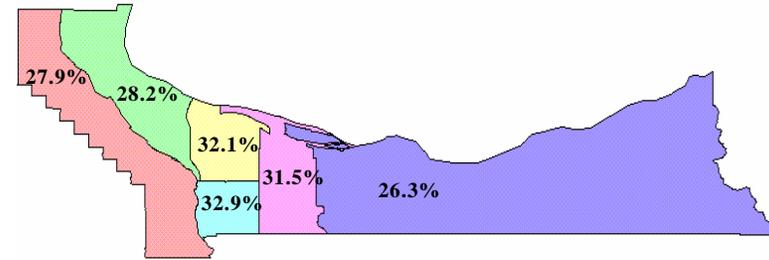
In addition to barking dog problems, 34% of respondents identified a problem with animals running loose in their neighborhood and 9% identified a problem with a vicious animal. Despite a rather high rate of barking (30%) and loose animals in neighborhoods, only 10% had reported a problem to Animal Control. Of the 154 respondents who had reported a problem to Animal Control, 78 were somewhat or very satisfied with the service they received.

Percent Reporting Problems to Animal Control
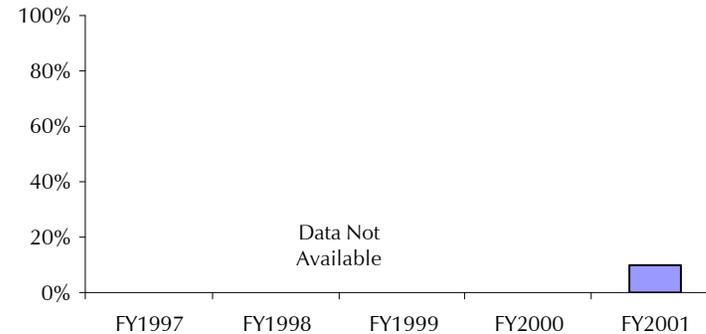
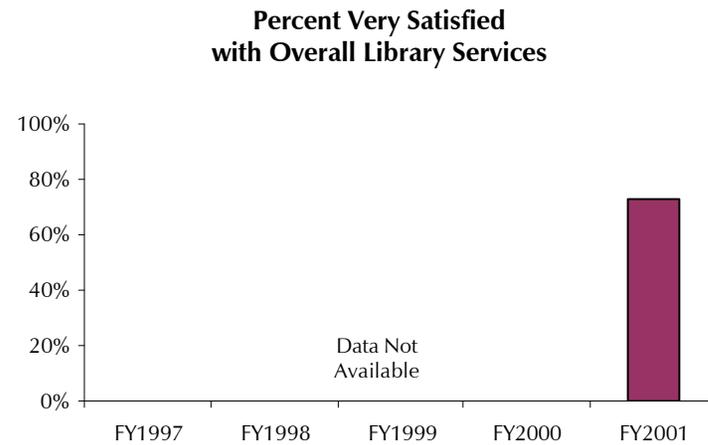| Citizen Survey	FY1997	FY1998	FY1999	FY2000	FY2001
Percent with problem with animals running loose in neighborhood	N/A	N/A	N/A	N/A	34%
Percent with problem with vicious animal in neighborhood	N/A	N/A	N/A	N/A	9%

Library

Accessing Library Services

The percent of respondents accessing the library by computer is only slightly lower than those accessing the library by telephone.
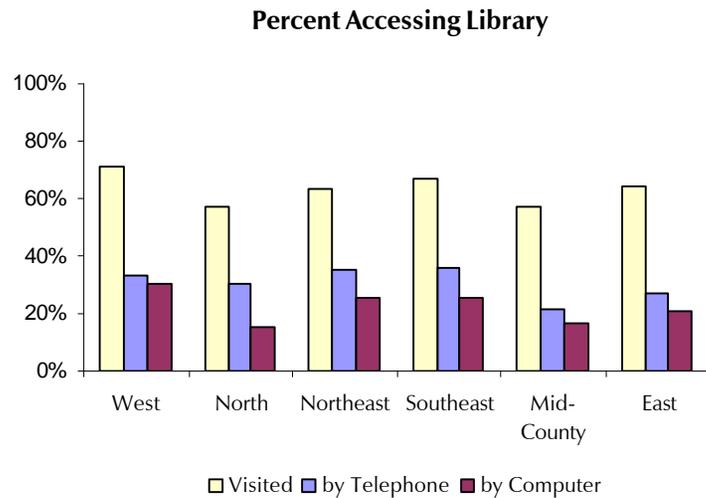
Satisfaction With Library Services

Overall, respondents were very satisfied with Library services. Further analysis indicated that "availability of materials" was the strongest indicator of respondents satisfaction.

Percent Accessing Library

**Percent Very Satisfied
with Overall Library Services**

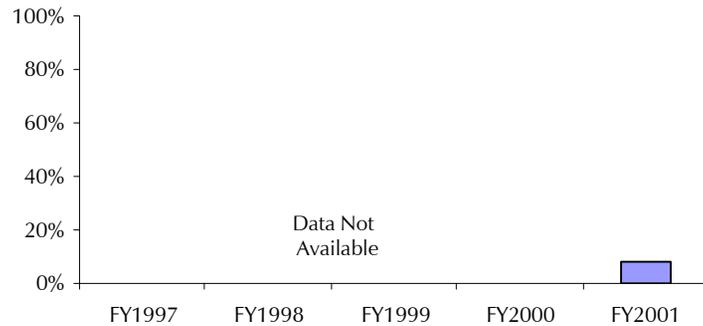| Citizen Survey	FY1997	FY1998	FY1999	FY2000	FY2001
Percent very satisfied with hours library is open	N/A	N/A	N/A	N/A	59%
Percent very satisfied with location	N/A	N/A	N/A	N/A	75%
Percent very satisfied with availability of books and materials	N/A	N/A	N/A	N/A	58%
Percent very satisfied with assistance provided by library staff	N/A	N/A	N/A	N/A	79%
Percent very satisfied with children's programs	N/A	N/A	N/A	N/A	70%

Access to County Services

Telephone Information Referral

Since November 2000, the City and County have shared one Information and Referral (I&R) telephone number. The combining of I&R functions is to allow better accessibility for citizens. With one contact number, citizens do not need to know which services are City and which are County. While only 9% of respondents had used the I&R number, 27% were aware of it.

Web Page

A higher percent of respondents had used the Multnomah County web page (14%) than the I&R telephone number. Furthermore, a higher percentage indicated they were aware of the County's web page at 38%.

Percent of Respondents That Have Used City/County Information and Referral Telephone Number (503-823-4000)

Data Not Available

Percent of All Respondents That Have Used the Multnomah County Web Page

Data Not Available
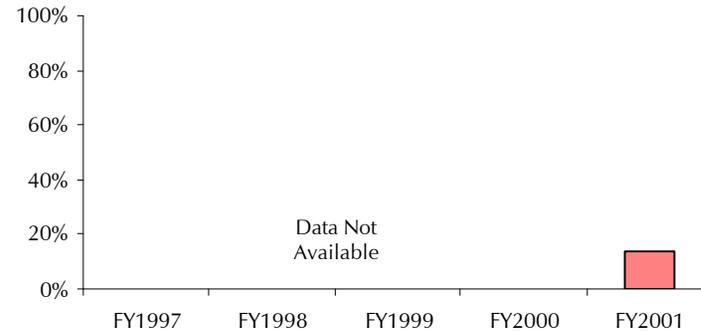
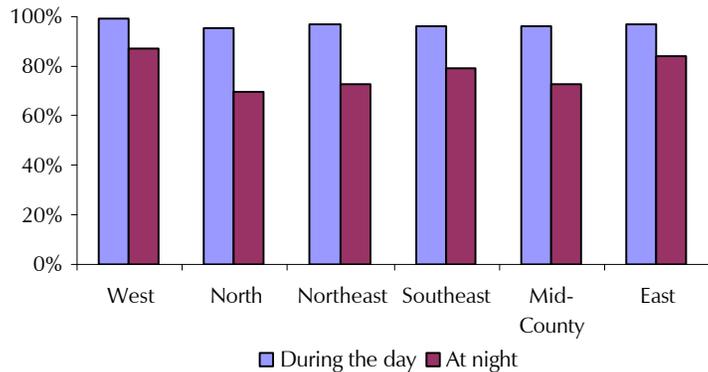| Citizen Survey	FY1997	FY1998	FY1999	FY2000	FY2001
Percent who attempted to find out about or use any City or County service	N/A	N/A	N/A	N/A	28%
Percent who knew there is a City/County Telephone Information and Referral Number	N/A	N/A	N/A	N/A	27%
Percent with access to the Internet either from home or other location	N/A	N/A	N/A	N/A	75%
Percent who knew the County had a web page	N/A	N/A	N/A	N/A	38%

Sense of Safety

Feeling Safe Walking in the Neighborhood

Feelings of safety in a neighborhood can be affected by several environmental factors such as law enforcement presence, street lighting, and knowing neighbors. While some of these factors may be directly linked to County services, others are not.

While most people surveyed reported feeling fairly safe walking alone in their neighborhood during the day, respondents in North, Northeast, and Mid-County felt noticeably less safe at night.
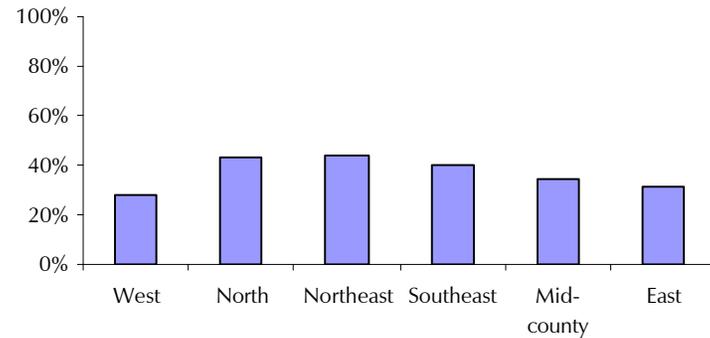
Problems in the Neighborhood

The County provides programs to help families and communities deal with social problems. In particular, the County targets low-income families dealing with a variety of issues including drug and alcohol problems, domestic abuse, and reintegrating criminal offenders into communities.

North, Northeast, and Southeast reported more problems with drugs and alcohol. North also reported more problems with neighbors fighting. Northeast and Southeast reported more problems with graffiti.

Feelings of Neighborhood Safety When Walking Alone

Percent Reporting Problem with Drugs or Alcohol in Their Neighborhood

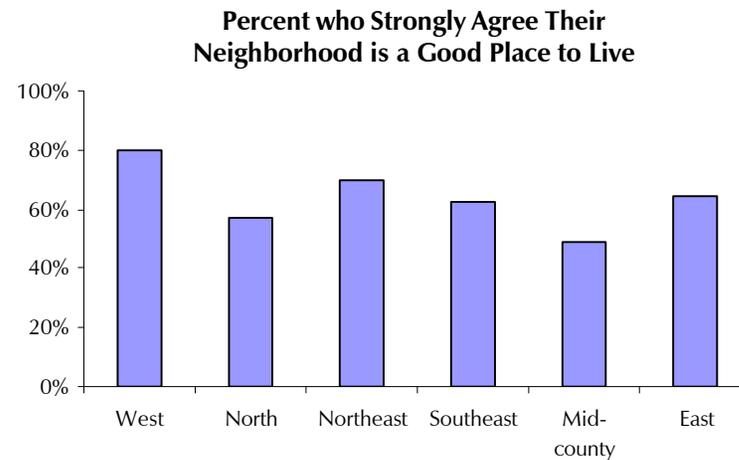| Citizen Survey	FY1997	FY1998	FY1999	FY2000	FY2001
Percent who agree they can count on adults in the neighborhood to watch out that children are safe	N/A	N/A	N/A	N/A	85%
Percent who had a problem with children not being in school during the day	N/A	N/A	N/A	N/A	17%
Percent who had a problem with fighting in their neighborhood	N/A	N/A	N/A	N/A	16%
Percent who had problems with graffiti in their neighborhood	N/A	N/A	N/A	N/A	27%
Percent who had problems with children hanging around	N/A	N/A	N/A	N/A	18%
Percent who were aware of homeless adults in their neighborhood	N/A	N/A	N/A	N/A	24%
Percent who were aware of homeless children in their neighborhood	N/A	N/A	N/A	N/A	4%

Sense of Community

Community Building

While local governments provide programs to improve neighborhood livability, they are limited by personal and community motivation. With few exceptions, government can only assist those that will accept or seek assistance.

Respondents in each of the service districts clearly feel their neighbors would be willing to help each other.
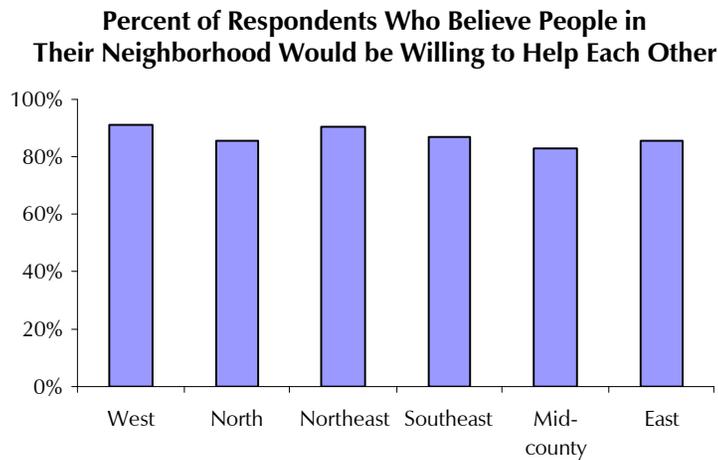
Community-Based Services

One of the ways Multnomah County programs attempt to effectively deliver services is by showing a presence in communities. The County has school-based programs, senior centers, and family centers located throughout the County. The County wants citizens to be aware of their presence and be accessible to those who need services.

Percent of Respondents Who Believe People in Their Neighborhood Would be Willing to Help Each Other

Percent who Strongly Agree Their Neighborhood is a Good Place to Live

Citizen Survey	FY1997	FY1998	FY1999	FY2000	FY2001
Percent who strongly agree or agree there is a sense of community	N/A	N/A	N/A	N/A	78%
Percent who strongly agree or agree they had people moving in and out of the neighborhood a lot	N/A	N/A	N/A	N/A	36%
Percent who strongly agree or agree that if children were doing something wrong neighbors would do something about it	N/A	N/A	N/A	N/A	78%
Percent who strongly agree or agree adults in the community know the kids	N/A	N/A	N/A	N/A	69%
Percent who strongly agree or agree very few of their neighbors know them	N/A	N/A	N/A	N/A	51%
Percent who strongly agree or agree they can recognize most of the people on their block	N/A	N/A	N/A	N/A	81%
Percent who strongly agree or agree they regularly talk with people in their neighborhood	N/A	N/A	N/A	N/A	73%

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Appendix

Citizen Survey

In the spring of 2001, the Multnomah County Auditor's Office worked with the Portland State University Survey Research Laboratory to conduct a telephone survey of Multnomah County residents. Survey participants were adults from randomly selected households. A total of 8,657 telephone numbers were selected using ASDE Survey Sampler software. Of those numbers, 70% were directory-listed numbers, and 30% were not directory listed. The non-listed numbers were created by randomly generating the final four digits based on the exchanges in use in Multnomah County. A minimum of five attempts, and as many as ten, were made to reach each working number in the sample. Interviewers were available to interview in Spanish as well as English. However, only nine interviews were done in Spanish.

Service delivery districts were developed based on the Department of Community and Family Services service district boundaries. In total, 1,526 interviews were completed. A total of 26,983 calls were made to 8,200 telephone numbers. Of the 8,200 telephone numbers, 2,780 were not valid numbers for the study because they were not in Multnomah County; did not speak Spanish or English; or were group homes, non-working numbers, non-residential, cell phones, or pay phones. A total of 4,663 eligible households were contacted. Of those, 1,526 completed the interview and 3,137 refused to be interviewed. This yields an interview completion or response rate of 33%.

Several quality control measures were used for the telephone survey. These included:

- Making all calls from a supervised, centralized interviewing facility
- Using a Computer-Assisted Telephone Interviewing (CATI) system
- Conducting detailed training of interviewers and supervisors on the survey instrument
- Monitoring selected calls made by each interviewer
- Monitoring closely reports concerning interviewer performance

The sampling error (at a 95% confidence level) for this survey is +/- 2.1%.

Citizen Survey

Q1 - NEIGHBORHOOD

Q1A - I think my neighborhood is a good place for me to live.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No opinion
9   Refused

Q1B - I feel there is a sense of community in my neighborhood.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No opinion
9   Refused

Q1C - If children in my community were doing something wrong, neighbors would do something about it.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No opinion
9   Refused

Q1D - How about: Adults in my community know the kids in their neighborhood.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree

4   Strongly agree
8   Don't know/No opinion
9   Refused

Q1E - Very few of my neighbors know me.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No opinion
9   Refused

Q1F - People around here are willing to help their neighbors.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No opinion
9   Refused

Q1G - I can recognize most of the people who live on my block.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No opinion
9   Refused

Q1H - You can count on adults in this neighborhood to watch out that children are safe.
1   Strongly disagree
2   Somewhat disagree

Citizen Survey

3 Somewhat agree
4 Strongly agree
8 Don't know/No opinion
9 Refused

Q1J - People move in and out of my neighborhood a lot.
1 Strongly disagree
2 Somewhat disagree
3 Somewhat agree
4 Strongly agree
8 Don't know/No opinion
9 Refused

Q1I - I regularly stop and talk with the people in my neighborhood.
1 Strongly disagree
2 Somewhat disagree
3 Somewhat agree
4 Strongly agree
8 Don't know/No opinion
9 Refused

Q2A - In your neighborhood, how much of a problem is:

Kids who are not in school during the day?
1 No problem at all
2 Somewhat of a problem
3 A big problem
8 Don't know
9 Refused

Q2B - How much of a problem is alcohol or drug abuse in your neighborhood?
1 No problem at all
2 Somewhat of a problem
3 A big problem
8 Don't know
9 Refused

Q2C - How much of a problem is neighbors' fighting in your neighborhood?
1 No problem at all
2 Somewhat of a problem
3 A big problem
8 Don't know
9 Refused

Q2C1 - How often is this fighting within a family?
0 Never
1 Sometimes
2 Often
8 Don't know
9 Refused

Q2D - How much of a problem is graffiti in your neighborhood?
1 No problem at all
2 Somewhat of a problem
3 A big problem
8 Don't know
9 Refused

Appendix

Citizen Survey

Q2E - How much of a problem in your neighborhood are kids hanging around after school and on weekends?
1   No problem at all
2   Somewhat of a problem
3   A big problem
8   Don't know
9   Refused

Q3A - Are you aware of any homeless adults in your neighborhood?
0   No
1   Yes
8   Don't know
9   Refused

Q3B - Are you aware of any homeless children in your neighborhood?
0   No
1   Yes
8   Don't know
9   Refused

Q4 - In general, how safe do you feel walking alone in your neighborhood during the day?
1   Very unsafe
2   Somewhat unsafe
3   Somewhat safe
4   Very safe
8   Don't know
9   Refused

Q4B - In general, how safe do you feel walking alone in your neighborhood at night?
1   Very unsafe
2   Somewhat unsafe
3   Somewhat safe
4   Very safe
8   Don't know
9   Refused

ANIMAL CONTROL

Q5A - In the past year, have you had any problems in your neighborhood with barking dogs?
0   No
1   Yes
8   Don't know
9   Refused

Q5B - In the past year, have you had any problems in your neighborhood with animals running loose?
0   No
1   Yes
8   Don't know
9   Refused

Q5C - In the past year, have you had any problems in your neighborhood with a vicious animal?
0   No
1   Yes
8   Don't know
9   Refused

Appendix

Citizen Survey

Q5D - In the past year, have you reported an animal problem in your neighborhood to Multnomah Animal Control?
0   No
1   Yes
8   Don't know
9   Refused

Q5E - Thinking about the last time you called Multnomah Animal Control, how satisfied were you with the service you received?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

LIBRARY

Q6A - In the past 12 months have you visited a Multnomah County library?
     Visited means in person
0   No (SKIPTO Q6G)
1   Yes
8   Don't know (SKIP TO Q6G)
9   Refused (SKIP TO Q6G)

Thinking about the Multnomah County Library you usually go to:

Q6B - In general, how satisfied are you with the hours it is open?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied

4   Very satisfied
7   Not Applicable - never go (SKIP TO Q6G)
8   Don't know
9   Refused

Q6C - In general, how satisfied are you with its location?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
7   Not Applicable - never go (SKIP TO Q6G)
8   Don't know
9   Refused

Q6D - In general, how satisfied are you with the availability of books and materials?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
7   Not Applicable - never go (SKIP TO Q6G)
8   Don't know
9   Refused

Q6E - In general, how satisfied are you with the assistance provided by library staff?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
7   Not Applicable - never go (SKIP TO Q6G)

Citizen Survey

8   Don't know
9   Refused

Q6F - In general, how satisfied are you with the children's programs?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
7   Not Applicable - never go (SKIP TO Q6G)
8   Don't know
9   Refused

Q6G - In the past 12 months, have you contacted a Multnomah County library by telephone?
0   No
1   Yes
8   Don't know
9   Refused

Q6H - In the past year have you accessed a Multnomah County library by computer?
0   No
1   Yes
8   Don't know
9   Refused

Q6I - Overall, how satisfied are you with Multnomah County libraries?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
7   Not Applicable - never go/use

8   Don't know
9   Refused

COUNTY SERVICES

Q7 - In the past year, have you attempted to find out about or use any city or county service besides animal control or the library?
0   No
1   Yes
8   Don't know
9   Refused

Q7A - What service or services were you looking for?

Q7B - Did you know there is a City/County Telephone Information and Referral number?
0   No
1   Yes
8   Don't know
9   Refused

Q7B YES
Have you used the City/County Information and Referral number in the past year?
0   No
1   Yes
8   Don't know
9   Refused

Q7C - How satisfied were you with the information you received?

Citizen Survey

1	Very dissatisfied
2	Somewhat dissatisfied
3	Somewhat satisfied
4	Very satisfied
8	Don't know
9	Refused

Q8 - Do you have access to the Internet either from home or from another location?
0   No
1   Yes
8   Don't know
9   Refused

Q8A - Did you know Multnomah County has a web page?
0   No
1   Yes
8   Don't know
9   Refused

Q8B - Have you ever used the Multnomah County web page?
0   No
1   Yes
8   Don't know
9   Refused

Q8C - How satisfied were you with the web page?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know

9   Refused

Q10 - In what year were you born?

Q9 - Gender?
0   Male
1   Female
8   Don't know
9   Refused

Q11 - How would you describe your current marital status?
1   Single, never married
2   Married
3   Living with a partner
4   Separated
5   Divorced
6   Widowed
8   Don't know
9   Refused

Q12 - Would you describe yourself as any of the following: Spanish, Hispanic or Latino?
0   No
1   Yes
8   Don't know
9   Refused

Q13 - How would you describe your race?

Indicate only one, read categories if necessary
1   White
2   American Indian or Alaskan Native

Citizen Survey

3   Asian or Pacific Islander
4   Black or African-American
5   Multi-racial
6   Other
8   Don't know
9   Refused

Q13OE - How would you describe your race?

This is for "other"

Q14 - What is the highest grade or level of school you have completed?
01   Less than 8 years
02   Some high school (9-12 years), without a diploma
03   High school diploma or GED
04   Associate Degree (for example: AA, AS)
05   Some college, but no degree
06   Bachelor's degree (for example BA, AB, BS)
07   Some graduate study, but no degree
08   Graduate or professional degree (Master's, Professional (e.g., law ,medicine), Doctorate)
88   Don't know
99   Refused

Q15 - About how many hours a week on average, if any, do you work?

If R says works more than one job, ask how many total hours works in all jobs combined.

If R asks about volunteered time, say "Here we're asking about hours in paid employment."

Q16 - In general, would you say your health is:
1   Excellent
2   Very good
3   Good
4   Fair
5   Poor
8   Don't know
9   Refused

Q17 - On a typical day, to what extent does your physical health or functioning limit your activities?
1   Not at all
2   Some
3   A great deal
8   Don't know
9   Refused

Q18 - On a typical day, to what extent do emotional or mental health problems limit your activities?
1   Not at all
2   Some
3   A great deal
8   Don't know
9   Refused

Q19 - How many children and adults, including yourself, are living in your household right now?

Appendix

Citizen Survey

Q20 - Of the people in your household, how many are children aged 18 or younger?

Q21 - Do you live in a:
1   single family home,
2   a 2-,3-, or 4-plex
3   or a larger apartment or condominium complex?
4   other
8   Don't know
9   Refused

Q22 - Do you rent or own?
1   Rent
2   Own
8   Don't know
9   Refused

Q23 - How easy or hard is it to understand your property tax bill?
1   Very easy
2   Easy
3   Not easy or hard
4   Hard
5   Very hard
8   Don'tknow
9   Refused

Q24 - What language do you usually speak at home?
1   English
2   Spanish
3   Other
8   Don't know
9   Refused

Q24 OE - What language do you speak at home?

Q25 - Which of the following four statements best describes your ability to get along on your household income:

Household=all people living in household
1   You can't make ends meet
2   You have just enough, no more
3   You have enough, with a little extra sometimes
4   You always have money left over
8   Don't know
9   Refused

Q28 - And finally, my last question: Adding together the income of all the people in your household, could you please tell me approximately what your total household income was last year, from all sources, before taxes?

Q29 - Is there anything else you'd like to add about Multnomah County programs?

External Data Sources & Data Definition

Most of the data used in this report came directly from the departments, their contractors, or countywide information systems. We did not list these sources here. For information on data sources not listed here, please contact the departments directly.

All population figures for Fiscal Year 2001 are from July 1, 2000: Oregon Population Report, Population Research Center, Portland State University.

Public Safety System
Page 6
All arrest data from the State of Oregon, Report of Criminal Offenses and Arrests 2000, Oregon Uniform Crime Reporting, Law Enforcement Data System

Part II crimes are generally property crimes (including arson, burglary and fraud)

Page 7
Disposition data from Oregon Criminal Justice Commission

Page 8
Analysis of sentencing rate by ethnicity from Multnomah County Local Public Safety Coordinating Council

Department of Community Justice
Page 11
Adult offender data from the Oregon Department of Corrections

Page 12
Adult offender data from the Oregon Department of Corrections

Page 17
Juvenile sex offender data from Morrison Center

Appendix

External Data Sources & Data Definition

District Attorney's Office
Page 20 and 21

Person Crimes: FELONY include crimes against persons, committed by adults, involving such crimes as homicides, serious assaults, robbery, rapes, sodomy, kidnap, domestic violence and crimes against children and the elderly. MISDEMEANOR include crimes against persons, committed by adults, involving such crimes as assaults, harassment and menacing.

Property Crimes: FELONY include crimes involving loss or damage to property, committed by adults, involving such crimes as auto theft, white collar crime, fraud, theft and burglary. MISDEMEANOR include crimes involving loss or damage to property, committed by adults, involving such crimes as theft II and criminal mischief.

Behavioral Crimes: FELONY include crimes committed by adults that represent society's prohibitions on engaging in certain types of activity that violate established felony laws relating to personal conduct, responsibility and public order, such as promoting prostitution and drug related violations. MISDEMEANOR include crimes committed by adults that represent society's prohibitions on engaging in certain types of activity that violate established misdemeanor laws relating to personal conduct, responsibility and public order, such as prostitution, DUII, disorderly conduct, gambling and weapons crimes.

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Amount of restitution ordered for crime victims from the Circuit Court of the State of Oregon for Multnomah County

Page 22
Number of child support cases reviewed from Oregon State Division of Child Support

Page 23
Total amount of child support collected from Oregon State Division of Child Support, CSEAS system
Resolution time per case for abused, neglected, and abandoned children from the Circuit Court of the State of Oregon for Multnomah County

Sheriff's Office
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Number of incidents dispatched from central dispatch agency from Bureau of Emergency Communication, City of Portland

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Crime rate data from the State of Oregon, Oregon Uniform Crime Reporting, Law Enforcement Data System